

Protean eGov Technologies Limited



**protean**

Change *is* growth

**STANDARD OPERATING PROCEDURE (SOP)**

**Change in Subscriber's Personal Details by Nodal Office  
Version 1.1**

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## Change in Subscriber's Personal Details by Nodal Office

**REVISION HISTORY**

<b>Sr. No.</b>	<b>Date of Revision</b>	<b>Ver</b>	<b>Section Number</b>	<b>Description of Change</b>
1		1.0	-	Initial Version
2	30-08-2024	1.1	1 ( C )	<ul style="list-style-type: none"><li>• Name change requiring PrAO /DTA authorization.</li><li>• Authorisation by NPS Trust user for subsequent name change</li></ul>

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## Change in Subscriber's Personal Details by Nodal Office

**Background:****Existing Process:**

The subscriber intends to update any of the below mentioned details is required to submit duly filled and signed S2 form and supporting proofs to concerned DDO

- Name
- Date of Birth
- Date of Joining
- Date of Retirement.

Post checking, DDO forwards subscriber details change request along with the documents to concerned PAO/DTO office for verification at PAO/DTO level and onward submission to DTA/Pr AO office.

Pr AO/ DTA office forwards the said request to CRA along with its letter. The same can be submitted either through physical mode or through email by way of scanned copies of documents duly sent through registered email id of PrAO /DTA).

At CRA end, the official verifies the documents provided and processes the subscriber details change request through maker/ checker concept if there is no discrepancy in the same. In case of any discrepancy, the same is informed to the concern Nodal office.

Change in Subscriber's Personal Details by Nodal Office

**Revised Process:**

The existing process involves submission of documents to CRA and processing of the same through CRA end through its login.

As the offices are engaged with its employees, it would be convenient if the said modification can be able to process by offices through their login at nodal office end.

In view of the same, a new functionality is developed wherein subscriber modification can get processed through office end.

The new functionality allows Nodal Office to **Initiate Request, Authorize pending request and view request status** for above mentioned four type of subscriber details in CRA.

- Name,
- Date of Birth,
- Date of Joining
- Date of Retirement.

This functionality will be available in both CRA and NPSCAN website.

The Matrix for above mentioned updation is as follows:

Flow Matrix for Name Change Request		
Request Initiation by	Verification	Authorization
DDO	PAO/DTO	PrAO/DTA
PAO/DTO	-	PrAO /DTA
PrAO/DTA (User 1)	-	PrAO/DTA (User 2)

Flow Matrix for (Subsequent) Name Change Request				
Request Initiation	Verification	Authorization	Authorization	Authorization
DDO	PAO/DTO	PrAO/DTA	NPS Trust (User 1)	NPS Trust (User 2)
PAO/DTO	-	PrAO/DTA	NPS Trust (User 1)	NPS Trust (User 2)
PrAO/DTA (User 1)	-	PrAO/DTA (User 2)	NPS Trust (User 1)	NPS Trust (User 2)

Flow Matrix for DoB/DoJ/DoR Change Request		
Request Initiation	Verification	Authorization
DDO	PAO/DTO	PAO/DTO
PAO/DTO (User 1)	-	PAO/DTO (User 2)
PrAO/DTA (User 1)	-	PrAO/DTA (User 2)

Change in Subscriber's Personal Details by Nodal Office

**Documents required for Subscriber Name Change:**

*(Allowed document type:- \*.jpeg, \*.jpg, \*.png, or \*.pdf format and size of each document should be between 2KB to 2MB.*

Type of Request	Name change	Marriage	Correction and Other
Document to be uploaded	Self-attested gazette copy	Self-attested gazette copy/Marriage certificate	Self-attested POI
	Self-attested POI in old name	Self-attested POI in old name	Extract of service records
	Self-attested POI in new name	Self-attested POI in new name	S2 Form
	Extract of service records with new name	Extract of service records with new name	
	Proof of bank account with new name	Proof of bank account with new name	
	S2 Form	S2 Form	

**Documents required for Subscriber Date of Birth: (any one from the list)**

*(Allowed document type:- .pdf,.jpg,.jpeg between size 12 KB to 5 MB.)*

- Passport
- Driving License
- PAN card
- Voter ID card
- AADHAAR
- High School Mark sheet

**Documents required for Subscriber Date of Joining: (any one from the list)**

*(Allowed document type:- .pdf,.jpg,.jpeg between size 12 KB to 5 MB.)*

- Appointment/Offer Letter
- Employee ID card

**Documents required for Subscriber Date of Retirement: (any one from the list)**

*(Allowed document type:- .pdf,.jpg,.jpeg between size 12 KB to 5 MB.)*

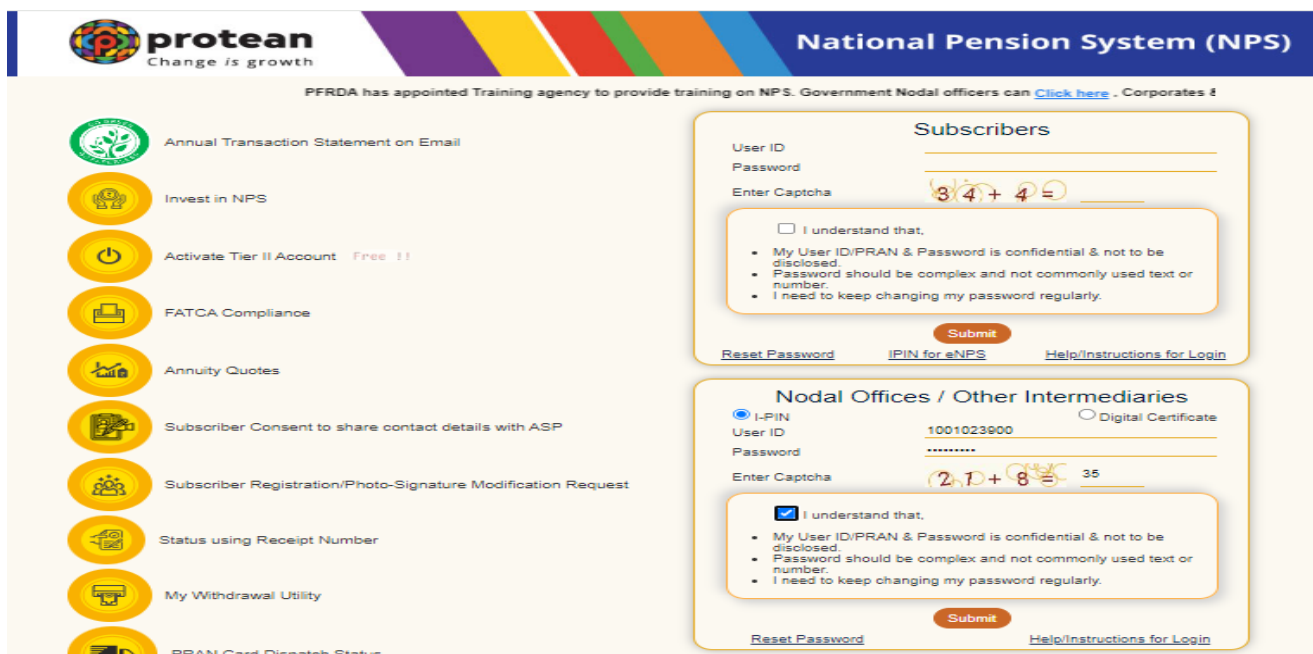
- Appointment/Offer Letter
- Employee ID card

## Change in Subscriber's Personal Details by Nodal Office

### 1. Modification in Subscriber Name

#### A. Name Change Request initiation by PAO/DTO/DDO

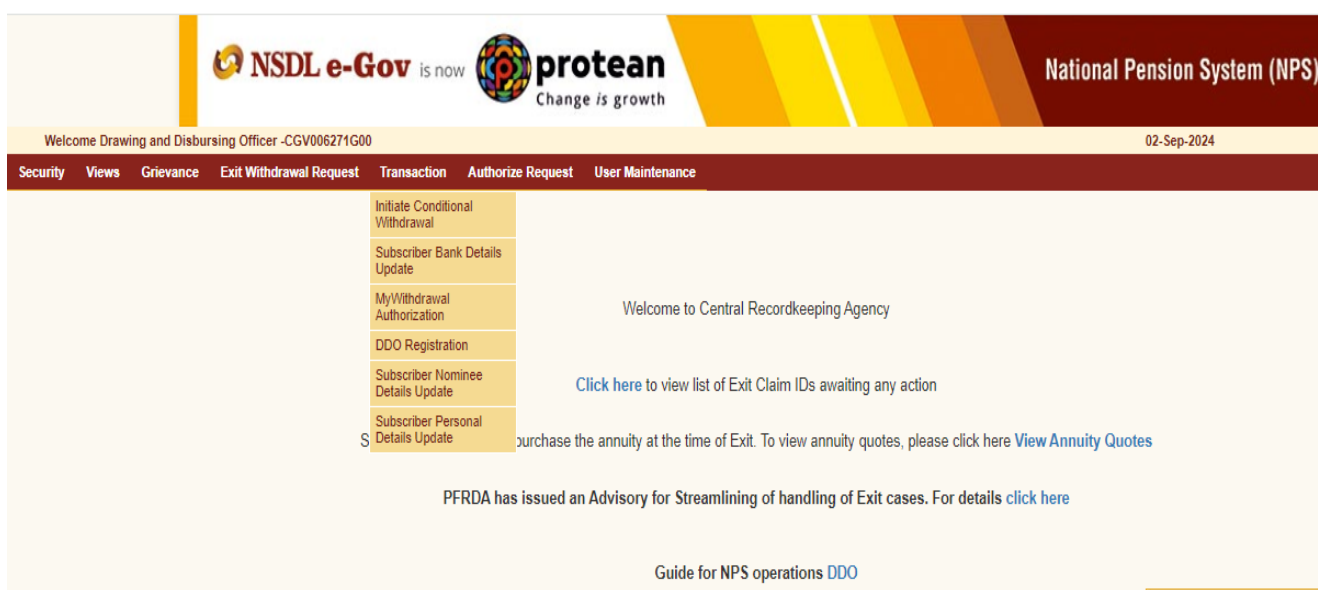
- DDO/PAO office will log in to CRA portal <https://cra-nsdl.com/CRA/>. Enter **"User ID"** and password click on **"Submit"** (Please refer Figure 1)



The screenshot shows the National Pension System (NPS) CRA portal. The header includes the Protean logo and the text 'National Pension System (NPS)'. Below the header, there is a navigation menu with icons for various services such as 'Annual Transaction Statement on Email', 'Invest in NPS', 'Activate Tier II Account', 'FATCA Compliance', 'Annuity Quotes', 'Subscriber Consent to share contact details with ASP', 'Subscriber Registration/Photo-Signature Modification Request', 'Status using Receipt Number', 'My Withdrawal Utility', and 'PRAN Card Dispatch Status'. The main content area is divided into two sections: 'Subscribers' and 'Nodal Offices / Other Intermediaries'. Both sections have a 'User ID' field, a 'Password' field, and an 'Enter Captcha' field. The 'Subscribers' section has a 'Submit' button and links for 'Reset Password', 'IPIN for eNPS', and 'Help/Instructions for Login'. The 'Nodal Offices / Other Intermediaries' section has a 'Submit' button and links for 'Reset Password' and 'Help/Instructions for Login'. There are also checkboxes for 'I understand that' with a list of terms and conditions.

Figure 1

- Click on option **"Transaction"** and sub menu **"Subscriber Personal Details Update"** (Please refer Figure 2)

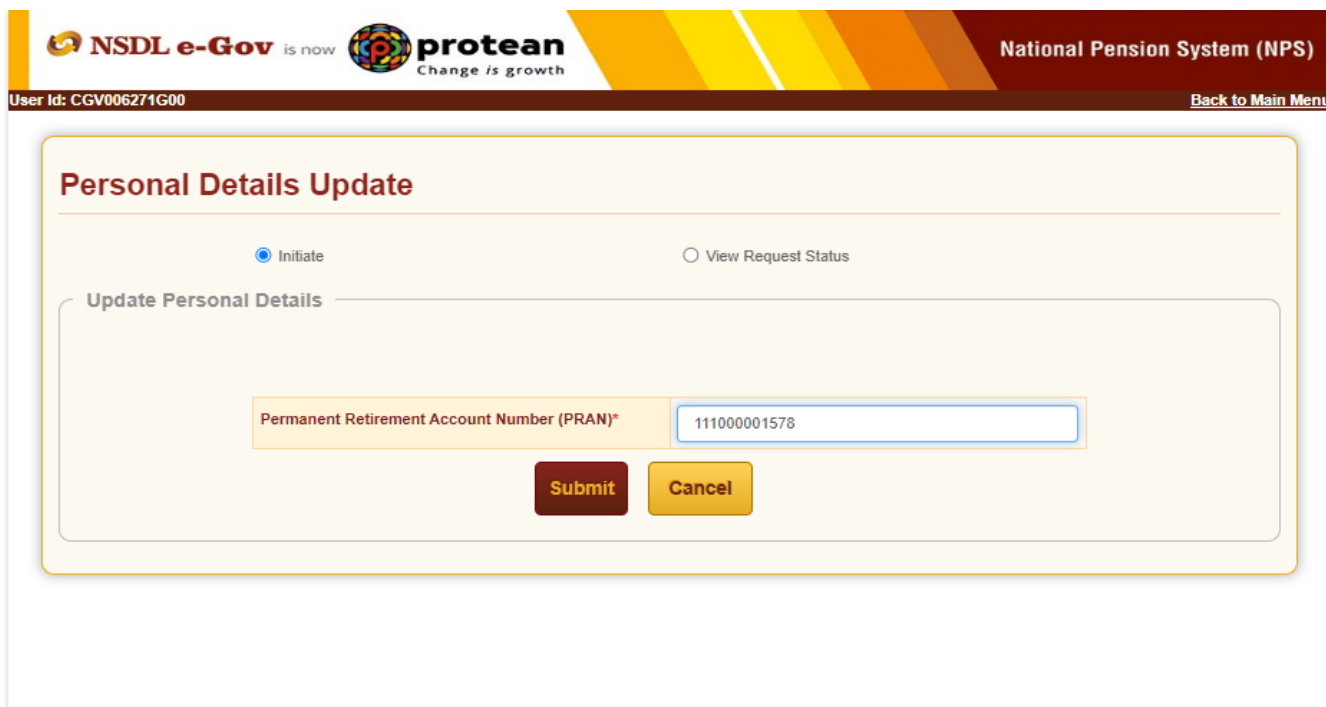



The screenshot shows the NSDL e-Gov portal. The header includes the NSDL e-Gov logo and the Protean logo. The main content area is divided into a navigation menu and a main content area. The navigation menu includes 'Security', 'Views', 'Grievance', 'Exit Withdrawal Request', 'Transaction', 'Authorize Request', and 'User Maintenance'. The 'Transaction' menu is expanded, showing options like 'Initiate Conditional Withdrawal', 'Subscriber Bank Details Update', 'MyWithdrawal Authorization', 'DDO Registration', 'Subscriber Nominee Details Update', and 'Subscriber Personal Details Update'. The 'Subscriber Personal Details Update' option is highlighted. The main content area displays a welcome message from the Central Recordkeeping Agency and a link to view a list of Exit Claim IDs. There is also a link to view annuity quotes and a link to view details of an advisory issued by PFRDA.

Figure 2

## Change in Subscriber's Personal Details by Nodal Office

- Click on option **"Initiate"** and Enter PRAN. Click on **"Submit"** (Please refer Figure 3)



NSDL e-Gov is now  protean Change is growth National Pension System (NPS)

User Id: CGV006271G00 [Back to Main Menu](#)

### Personal Details Update

Initiate
  View Request Status

Update Personal Details

Permanent Retirement Account Number (PRAN)\*

**Submit** **Cancel**

Figure 3

- Existing subscriber details available in CRA will be displayed on screen. (Please refer Figure 4). Click on **"Edit"**



NSDL e-Gov is now  protean Change is growth National Pension System (NPS)

User Id: CGV006271G00 [Back to Main Menu](#)

### Personal Details Update

Initiate
  View Request Status

Existing Personal Details

PRAN	111000001578
Subscriber's Name	CVTHPVD THNGH
Date Of Birth	06/02/1980
Date Of Joining	24/03/2006
Date Of Retirement	28/02/2040

**Edit** **Cancel**

**Note**

- All dates are in dd/mm/yyyy format

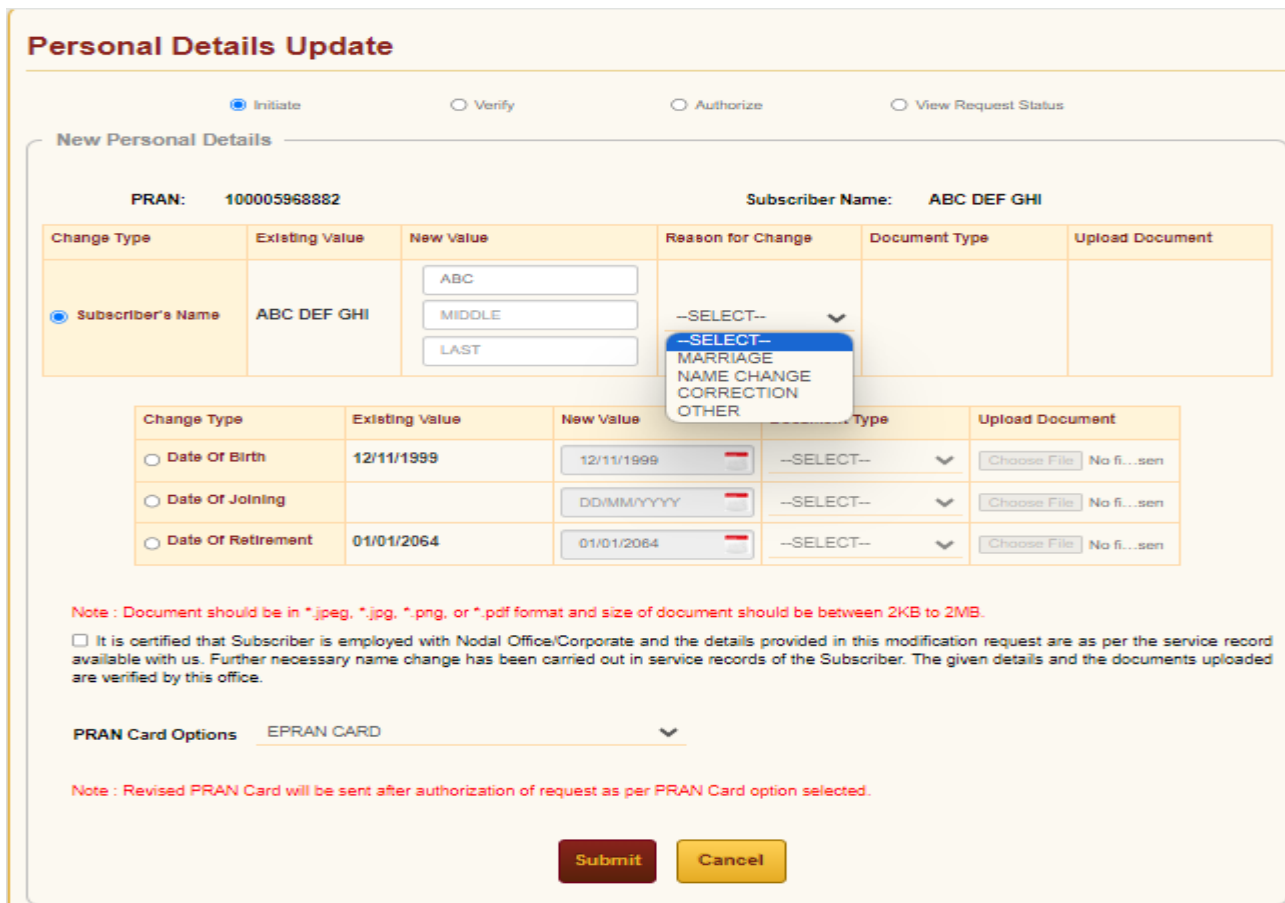
Activat  
Go to

Figure 4



Change in Subscriber's Personal Details by Nodal Office

- Select the Change Type, **"Subscriber Name"**. Select reason for name change request from available list. (Please refer Figure 5).



**Personal Details Update**

Initiate   
  Verify   
  Authorize   
  View Request Status

**New Personal Details**

PRAN: 100005968882      Subscriber Name: ABC DEF GHI

Change Type	Existing Value	New Value	Reason for Change	Document Type	Upload Document
<input checked="" type="radio"/> Subscriber's Name	ABC DEF GHI	<input type="text" value="ABC"/> <input type="text" value="MIDDLE"/> <input type="text" value="LAST"/>	--SELECT-- --SELECT-- MARRIAGE NAME CHANGE CORRECTION OTHER		
<input type="radio"/> Date Of Birth	12/11/1999	<input type="text" value="12/11/1999"/>	--SELECT--		<input type="button" value="Choose File"/> No fi...sen
<input type="radio"/> Date Of Joining		<input type="text" value="DD/MM/YYYY"/>	--SELECT--		<input type="button" value="Choose File"/> No fi...sen
<input type="radio"/> Date Of Retirement	01/01/2064	<input type="text" value="01/01/2064"/>	--SELECT--		<input type="button" value="Choose File"/> No fi...sen

Note : Document should be in \*.jpeg, \*.jpg, \*.png, or \*.pdf format and size of document should be between 2KB to 2MB.

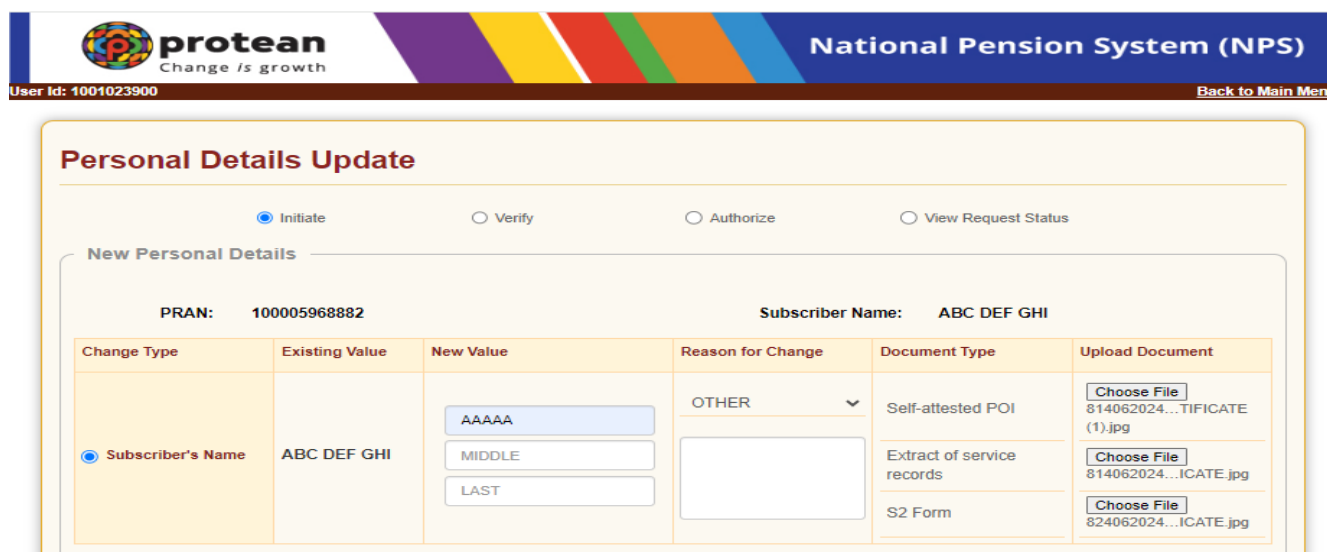
It is certified that Subscriber is employed with Nodal Office/Corporate and the details provided in this modification request are as per the service record available with us. Further necessary name change has been carried out in service records of the Subscriber. The given details and the documents uploaded are verified by this office.

PRAN Card Options:

Note : Revised PRAN Card will be sent after authorization of request as per PRAN Card option selected.

Figure 5

- Upload the supporting document proof for name change and tick on the declaration. Select PRAN card option and click on **"Submit"** (Please refer Figure 6 and 7).



**Personal Details Update**

Initiate   
  Verify   
  Authorize   
  View Request Status

**New Personal Details**

PRAN: 100005968882      Subscriber Name: ABC DEF GHI

Change Type	Existing Value	New Value	Reason for Change	Document Type	Upload Document
<input checked="" type="radio"/> Subscriber's Name	ABC DEF GHI	<input type="text" value="AAAAA"/> <input type="text" value="MIDDLE"/> <input type="text" value="LAST"/>	OTHER		
				Self-attested POI	<input type="button" value="Choose File"/> 814062024...TIFICATE (1).jpg
				Extract of service records	<input type="button" value="Choose File"/> 814062024...ICATE.jpg
				S2 Form	<input type="button" value="Choose File"/> 824062024...ICATE.jpg

Figure 6

## Change in Subscriber's Personal Details by Nodal Office

Change Type	Existing Value	New Value	Document Type	Upload Document
<input type="radio"/> Date Of Birth	12/11/1999	<input type="text" value="12/11/1999"/>	--SELECT--	<input type="button" value="Choose File"/> No fi...osen
<input type="radio"/> Date Of Joining		<input type="text" value="DD/MM/YYYY"/>	--SELECT--	<input type="button" value="Choose File"/> No fi...osen
<input type="radio"/> Date Of Retirement	01/01/2064	<input type="text" value="01/01/2064"/>	--SELECT--	<input type="button" value="Choose File"/> No fi...osen

**Note :** Document should be in \*.jpeg, \*.jpg, \*.png, or \*.pdf format and size of document should be between 2KB to 2MB.

It is certified that Subscriber is employed with Nodal Office/Corporate and the details provided in this modification request are as per the service record available with us. Further necessary name change has been carried out in service records of the Subscriber. The given details and the documents uploaded are verified by this office.

**PRAN Card Options** EPRAN CARD ▼

Note : Revised PRAN Card will be sent after authorization of request as per PRAN Card option selected.

**Note**

- All dates are in dd/mm/yyyy format
- Document upload is mandatory for updated field
- Date of Birth, Date of Joining and Date of Retirement documents should be in \*.jpeg, \*.jpg, \*.png or \*.pdf format. Size of document should be between 2 KB to 5 MB.

Figure 7




- New details as captured in CRA system will be visible on screen" (Please refer Figure 8). Click on **"Confirm"**

### Personal Details Update

Initiate     
  Verify     
  Authorize     
  View Request Status

#### New Personal Details

PRAN : 100005968882      Subscriber Name : ABC DEF GHI  
 Date Of Birth : 12/11/1999      Date Of Retirement : 01/01/2064  
 Count : 1

Change Type	Existing Details	New Details	Uploaded Document
Subscriber's Name	ABC DEF GHI	ABC	     

It is certified that Subscriber is employed with Nodal Office/Corporate and the details provided in this modification request are as per the service record available with us. Further necessary name change has been carried out in service records of the Subscriber. The given details and the documents uploaded are verified by this office.

Figure 8

- Request will be captured successfully and acknowledge number will be displayed on screen. (Please refer Figure 9).

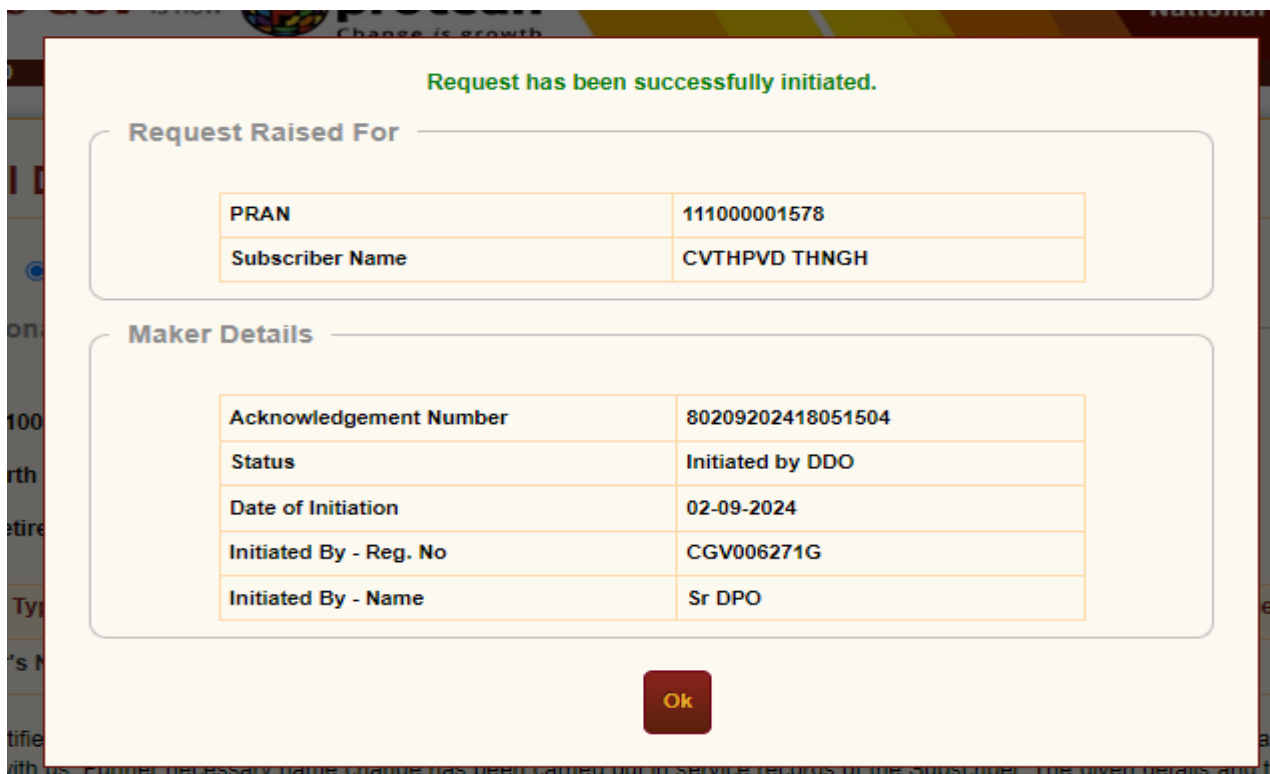
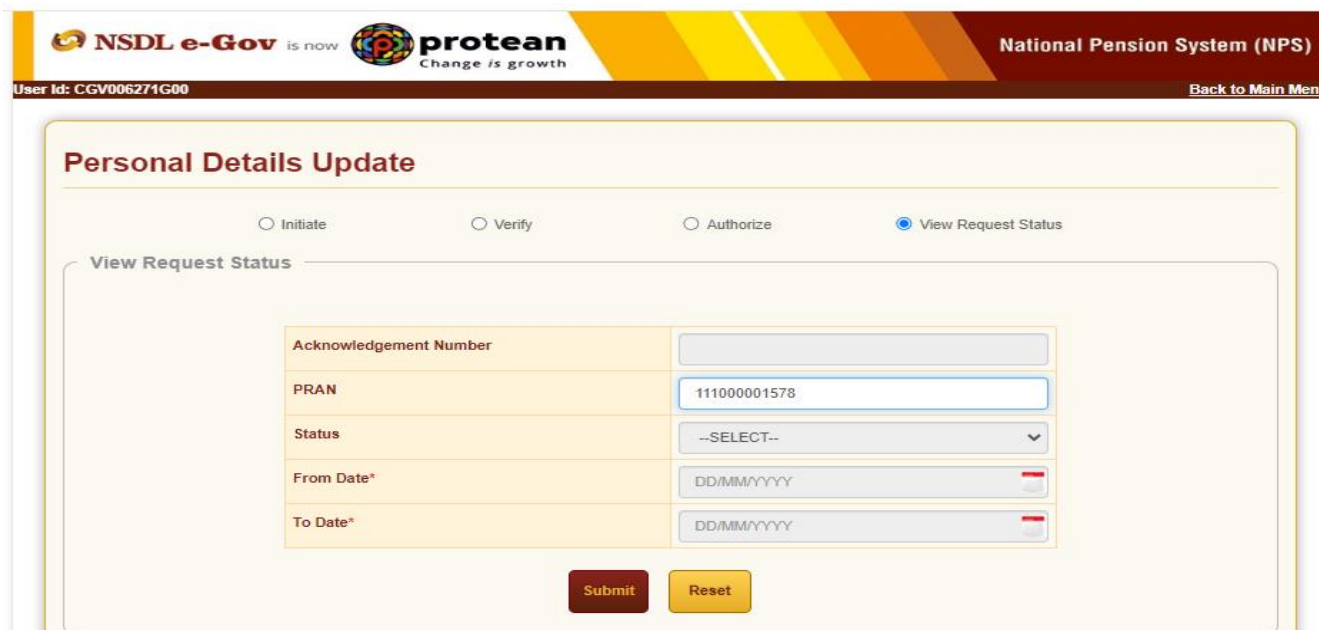


Figure 9

Change in Subscriber's Personal Details by Nodal Office

- To view status of request, click on "Transaction" → "Subscriber Personal Details Update" → "View Request Status" → "Submit" Please refer Figure 10 and 11).



**Personal Details Update**

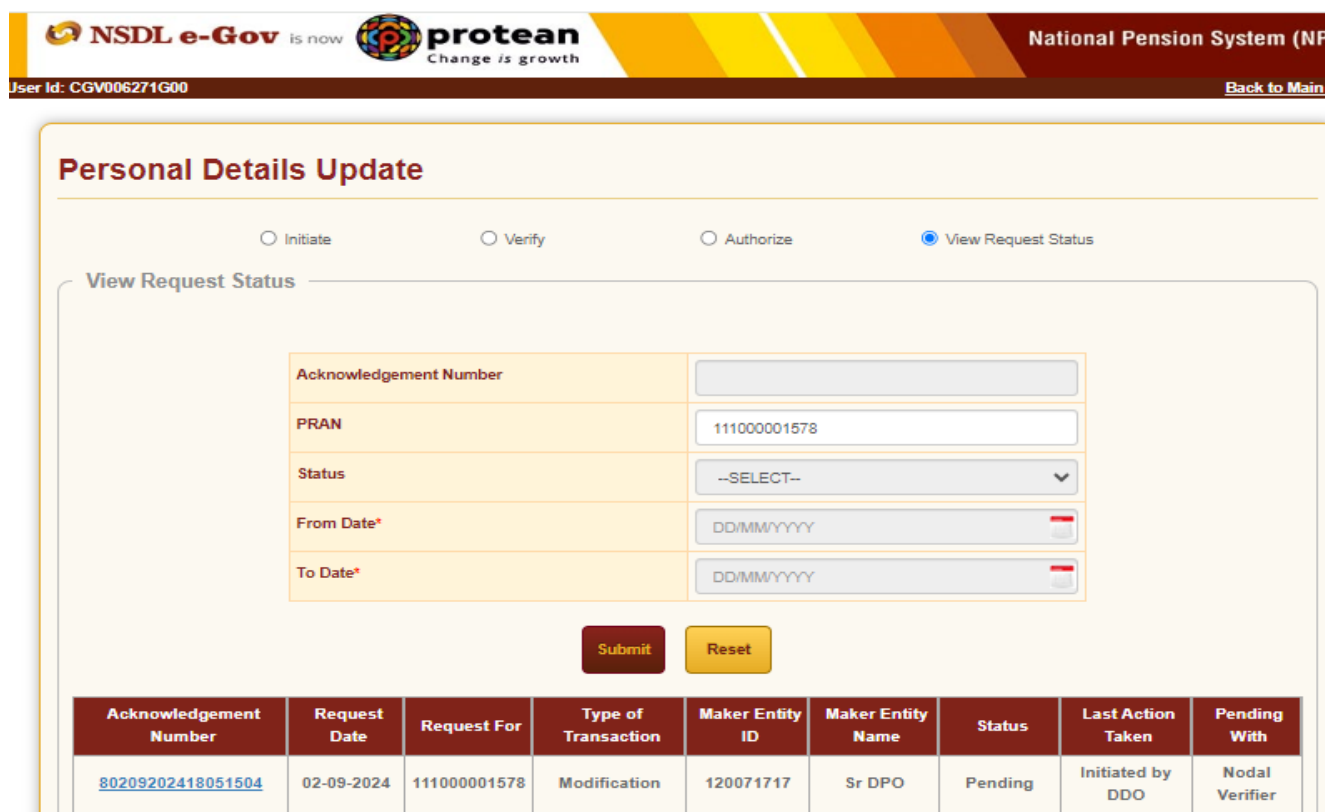
Initiate   
  Verify   
  Authorize   
  View Request Status

**View Request Status**

Acknowledgement Number	<input type="text"/>
PRAN	111000001578
Status	--SELECT--
From Date*	DD/MM/YYYY
To Date*	DD/MM/YYYY

Figure 10



**Personal Details Update**

Initiate   
  Verify   
  Authorize   
  View Request Status

**View Request Status**

Acknowledgement Number	<input type="text"/>
PRAN	111000001578
Status	--SELECT--
From Date*	DD/MM/YYYY
To Date*	DD/MM/YYYY

Acknowledgement Number	Request Date	Request For	Type of Transaction	Maker Entity ID	Maker Entity Name	Status	Last Action Taken	Pending With
<a href="#">80209202418051504</a>	02-09-2024	111000001578	Modification	120071717	Sr DPO	Pending	Initiated by DDO	Nodal Verifier

Figure 11

## Change in Subscriber's Personal Details by Nodal Office

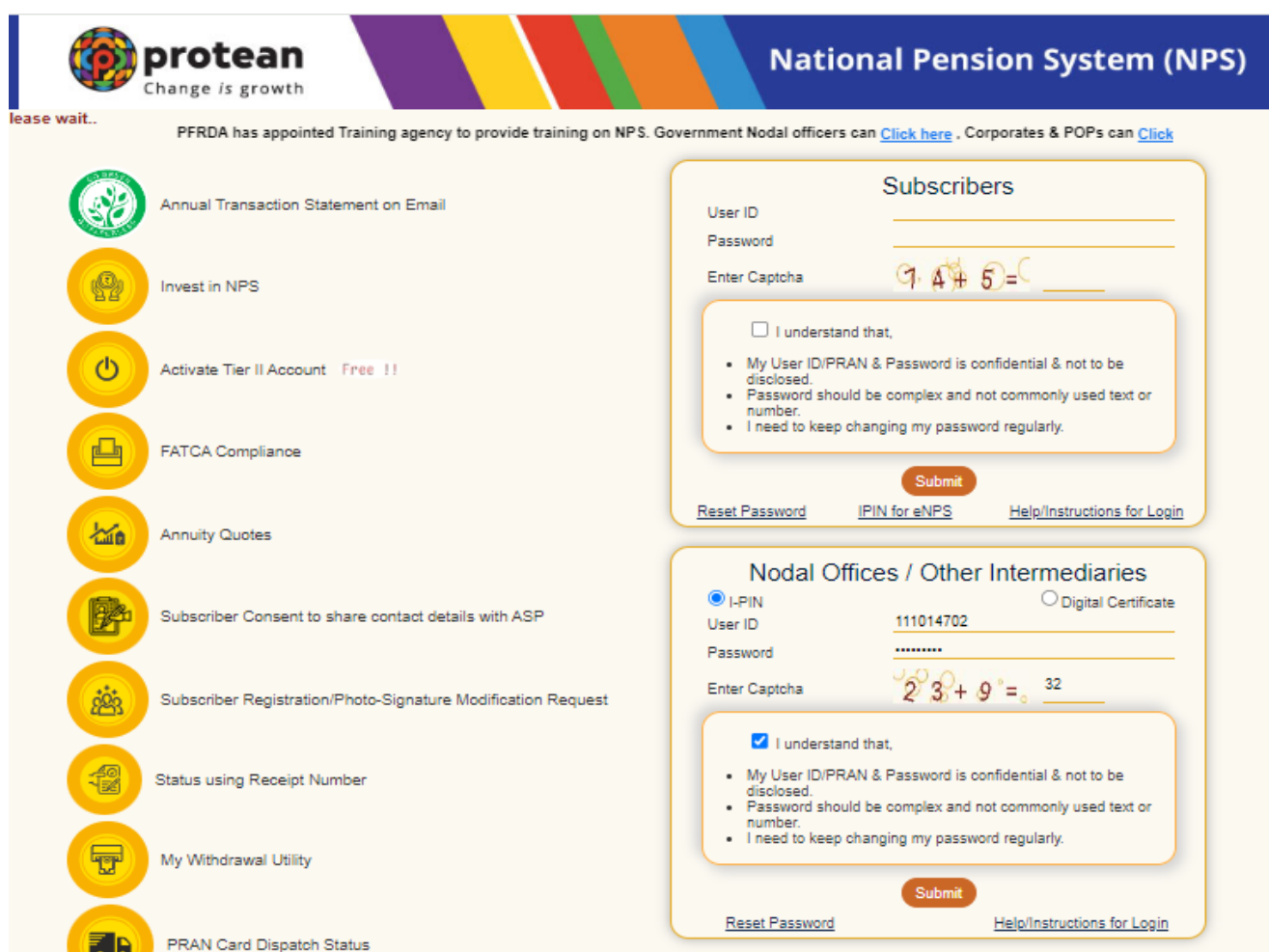
### B. Name Change Request Verification PAO/DTO office

Subscriber name change request Initiated by DDO nodal office needs to be **verified by PAO/DTO nodal office** for further authorization by PrAO/DTA office.

In case PAO/DTO nodal office has initiated change request, PrAO office will be able to authorize the request.

#### Verification of request by PAO /DTO:

- PrAO nodal office will log in to CRA portal <https://cra-nsdl.com/CRA/>. Enter **"User ID"** and password click on **"Submit"** (Please refer Figure 12)



The screenshot displays the National Pension System (NPS) portal interface. At the top, the Protean logo and the text "Change is growth" are visible. The main header reads "National Pension System (NPS)". Below the header, a message states: "PFRDA has appointed Training agency to provide training on NPS. Government Nodal officers can [Click here](#) . Corporates & POPs can [Click](#)".

On the left side, there is a vertical menu of services, each with an icon and a label:

- Annual Transaction Statement on Email
- Invest in NPS
- Activate Tier II Account **Free !!**
- FATCA Compliance
- Annuity Quotes
- Subscriber Consent to share contact details with ASP
- Subscriber Registration/Photo-Signature Modification Request
- Status using Receipt Number
- My Withdrawal Utility
- PRAN Card Dispatch Status

On the right side, there are two login forms:

**Subscribers**

User ID: \_\_\_\_\_  
 Password: \_\_\_\_\_  
 Enter Captcha:  $9 + 4 + 5 =$  \_\_\_\_\_

I understand that,

- My User ID/PRAN & Password is confidential & not to be disclosed.
- Password should be complex and not commonly used text or number.
- I need to keep changing my password regularly.

**Submit**

[Reset Password](#)   [IPIN for eNPS](#)   [Help/Instructions for Login](#)

**Nodal Offices / Other Intermediaries**

I-PIN    Digital Certificate

User ID: 111014702  
 Password: \_\_\_\_\_  
 Enter Captcha:  $2 + 3 + 9 =$  32

I understand that,

- My User ID/PRAN & Password is confidential & not to be disclosed.
- Password should be complex and not commonly used text or number.
- I need to keep changing my password regularly.

**Submit**

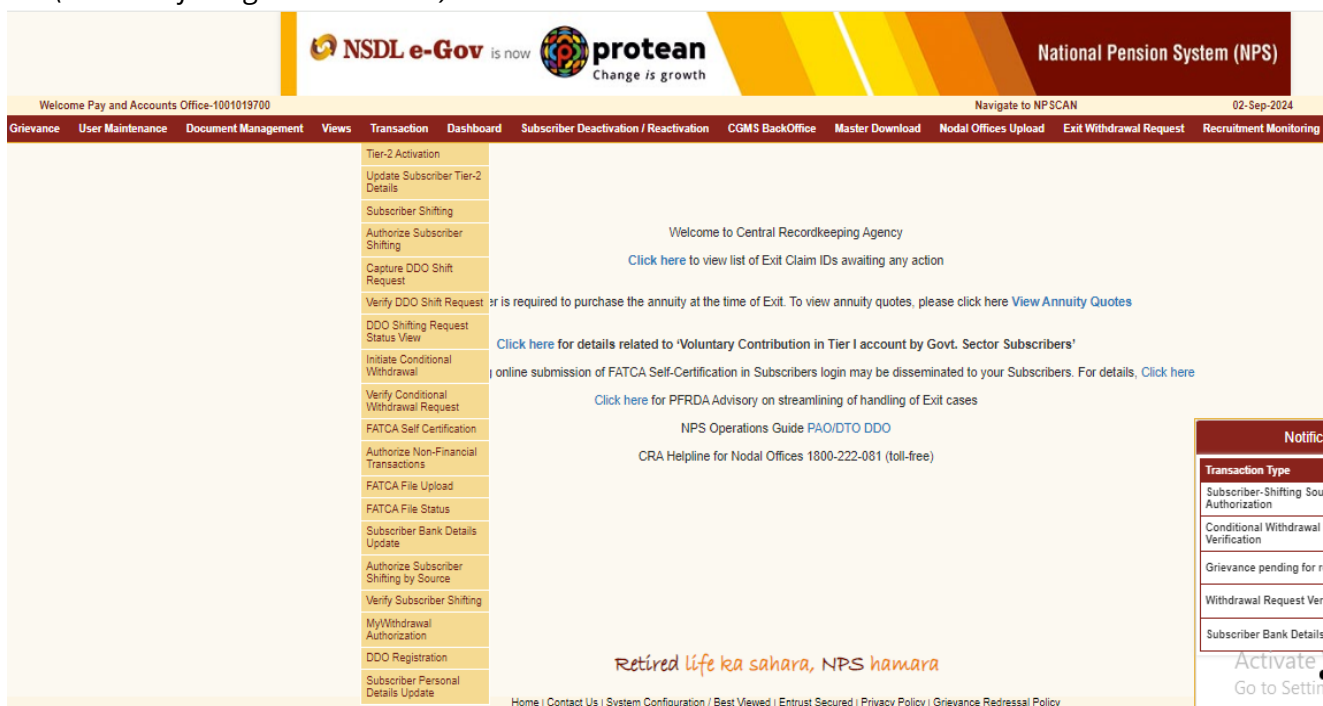
[Reset Password](#)   [Help/Instructions for Login](#)

Figure 12

### Change in Subscriber's Personal Details by Nodal Office

- Click on option Transaction--→ Subscriber Personal Details Update--→ **“Verify”**. Enter PRAN/acknowledgement ID. Click on **“Submit.”**

(Please refer Figure 13 and 14)



Welcome Pay and Accounts Office-1001019700

Welcome to Central Recordkeeping Agency

[Click here](#) to view list of Exit Claim IDs awaiting any action

or is required to purchase the annuity at the time of Exit. To view annuity quotes, please click here [View Annuity Quotes](#)

[Click here](#) for details related to 'Voluntary Contribution in Tier I account by Govt. Sector Subscribers'

online submission of FATCA Self-Certification in Subscribers login may be disseminated to your Subscribers. For details, [Click here](#)

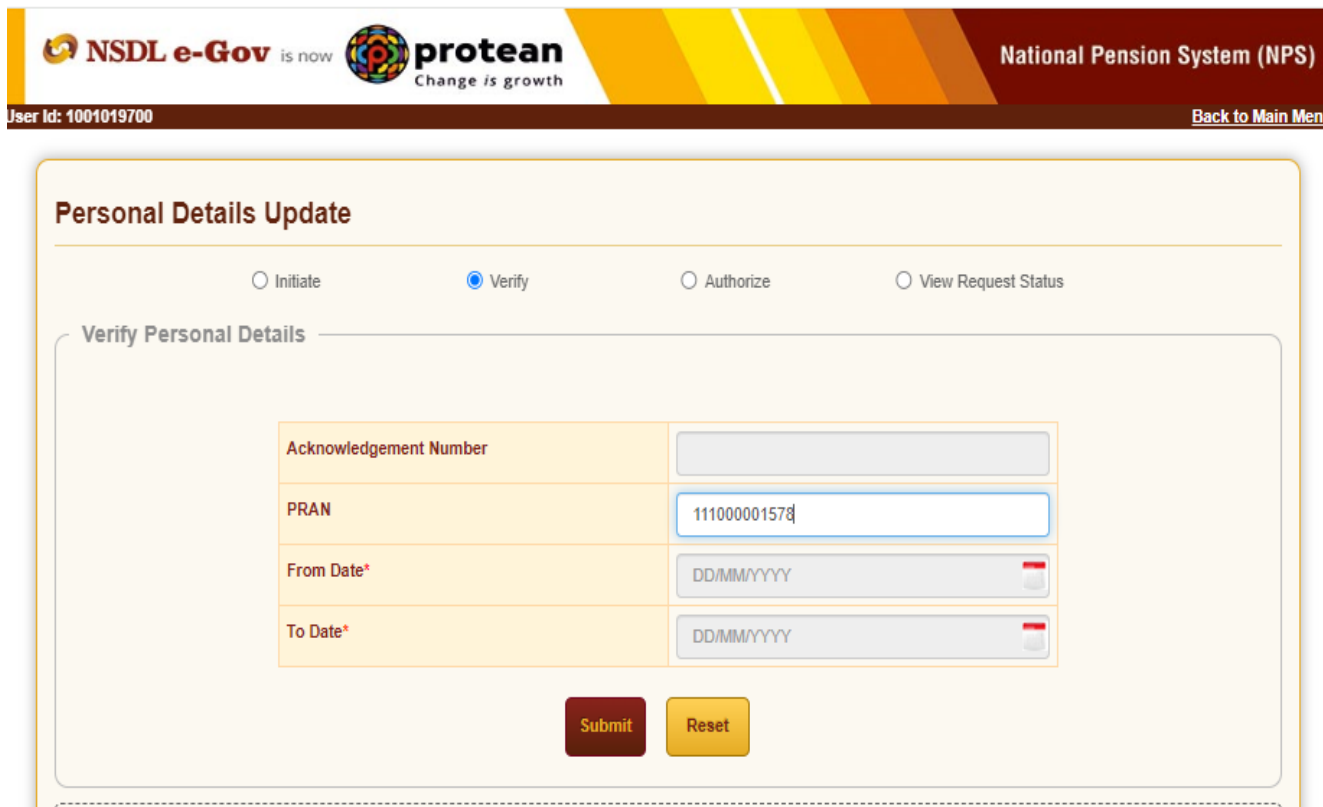
[Click here](#) for PFRDA Advisory on streamlining of handling of Exit cases

NPS Operations Guide PAO/DTO DDO  
CRA Helpline for Nodal Offices 1800-222-081 (toll-free)

Retired life ka sahara, NPS hamara

Home | Contact Us | System Configuration / Best Viewed | Entrust Secured | Privacy Policy | Grievance Redressal Policy

Figure 13



### Personal Details Update

Initiate
  Verify
  Authorize
  View Request Status



Verify Personal Details

Acknowledgement Number	<input type="text"/>
PRAN	<input type="text" value="111000001578"/>
From Date*	<input type="text" value="DD/MM/YYYY"/>
To Date*	<input type="text" value="DD/MM/YYYY"/>

Figure 14

### Change in Subscriber's Personal Details by Nodal Office

- Details of pending request will be visible on screen. (Please refer Figure 15,16 and 17). To check and verify the details entered by PAO office, click of hyperlink "Acknowledgement number".


is now


**National Pension System (NPS)**

User Id: 1001019700
[Back to Main Menu](#)

#### Personal Details Update

Initiate
 Verify
 Authorize
 View Request Status

##### Verify Personal Details

Acknowledgement Number	<input type="text"/>
PRAN	111000001578
From Date*	<input type="text" value="DD/MM/YYYY"/>
To Date*	<input type="text" value="DD/MM/YYYY"/>

Submit
Reset

Acknowledgement Number	Request Date	Request For	Type of Transaction	Maker Entity ID	Maker Entity Name	Status	Last Action Taken	Action
<a href="#">80209202418051504</a>	02-09-2024	111000001578	Modified	120071717	Sr DPO	Pending	Initiated by DDO	<a href="#">Approve/Reject</a>

Figure 15

#### Requested For

PRAN	111000001578
Subscriber Name	CVTHPVD THNGH

#### Details

Acknowledgement Number	80209202418051504
Status	Initiated by DDO
Date of Initiation	02-09-2024
Initiated By - Reg. No	CGV006271G
Initiated By - Name	Sr DPO

Click Here to Check Details

#### Flow View

✔  
DDO Initiator

Nodal Verifier

Nodal Authorizer

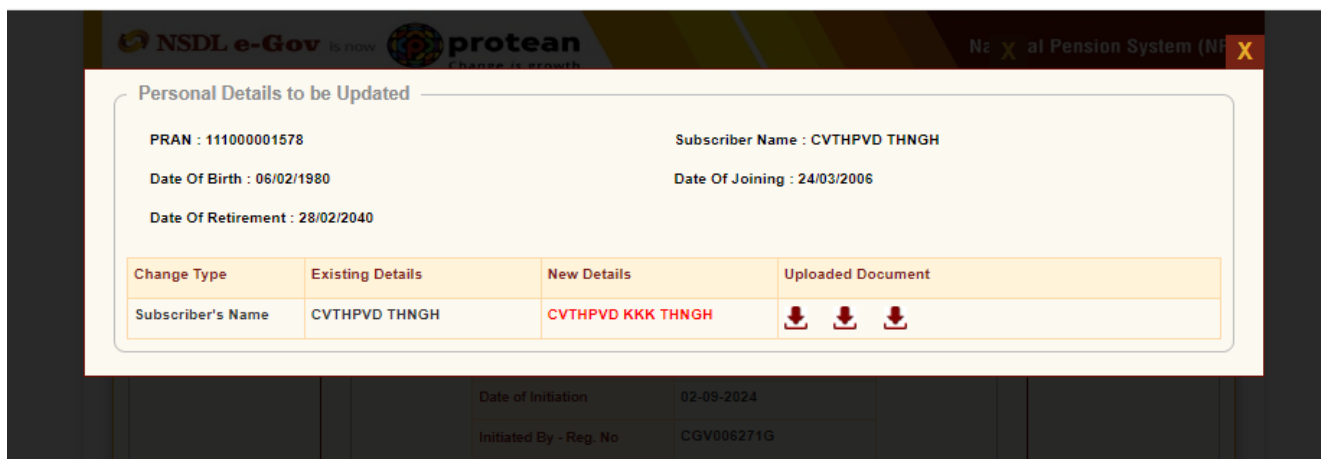
Completed

User Name	User ID	Date	Action Taken	Remarks
Sr DPO	CGV006271G00	02-09-2024	-	REQUEST RAISED

Close

Figure 16

## Change in Subscriber's Personal Details by Nodal Office






**Personal Details to be Updated**

PRAN : 111000001578      Subscriber Name : CVTHPVD THNGH

Date Of Birth : 06/02/1980      Date Of Joining : 24/03/2006

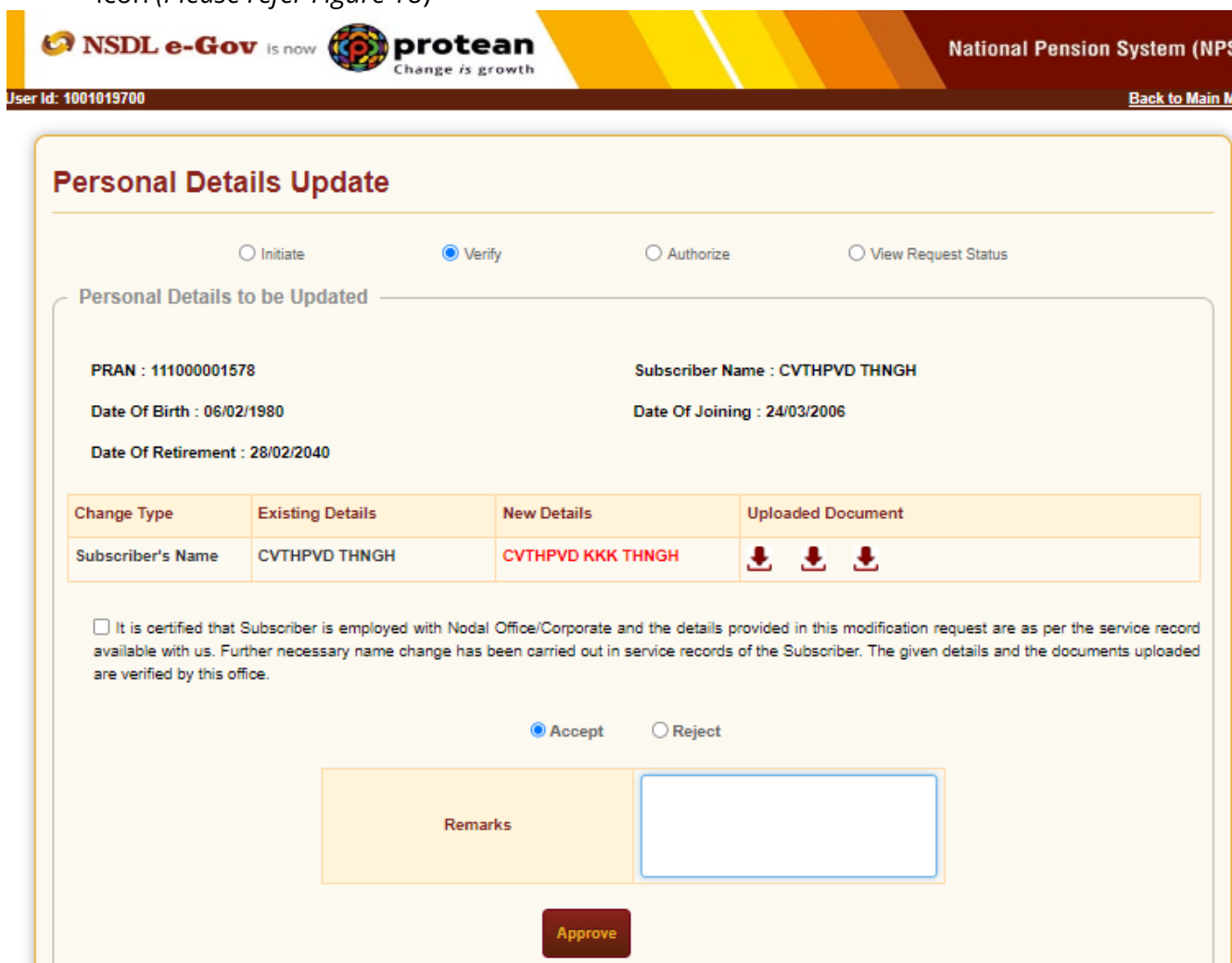
Date Of Retirement : 28/02/2040

Change Type	Existing Details	New Details	Uploaded Document
Subscriber's Name	CVTHPVD THNGH	CVTHPVD KKK THNGH	  

Date of Initiation : 02-09-2024  
Initiated By - Reg. No : CGV006271G

Figure 17

- PAO nodal office can Accept/Rejet the request based on details entered and documents uploaded in CRA system. To see the upoded documents click on **“Uploaded document”** icon (Please refer Figure 18)



**Personal Details Update**




Initiate     Verify     Authorize     View Request Status

**Personal Details to be Updated**

PRAN : 111000001578      Subscriber Name : CVTHPVD THNGH

Date Of Birth : 06/02/1980      Date Of Joining : 24/03/2006

Date Of Retirement : 28/02/2040

Change Type	Existing Details	New Details	Uploaded Document
Subscriber's Name	CVTHPVD THNGH	CVTHPVD KKK THNGH	  

It is certified that Subscriber is employed with Nodal Office/Corporate and the details provided in this modification request are as per the service record available with us. Further necessary name change has been carried out in service records of the Subscriber. The given details and the documents uploaded are verified by this office.

Accept     Rejet

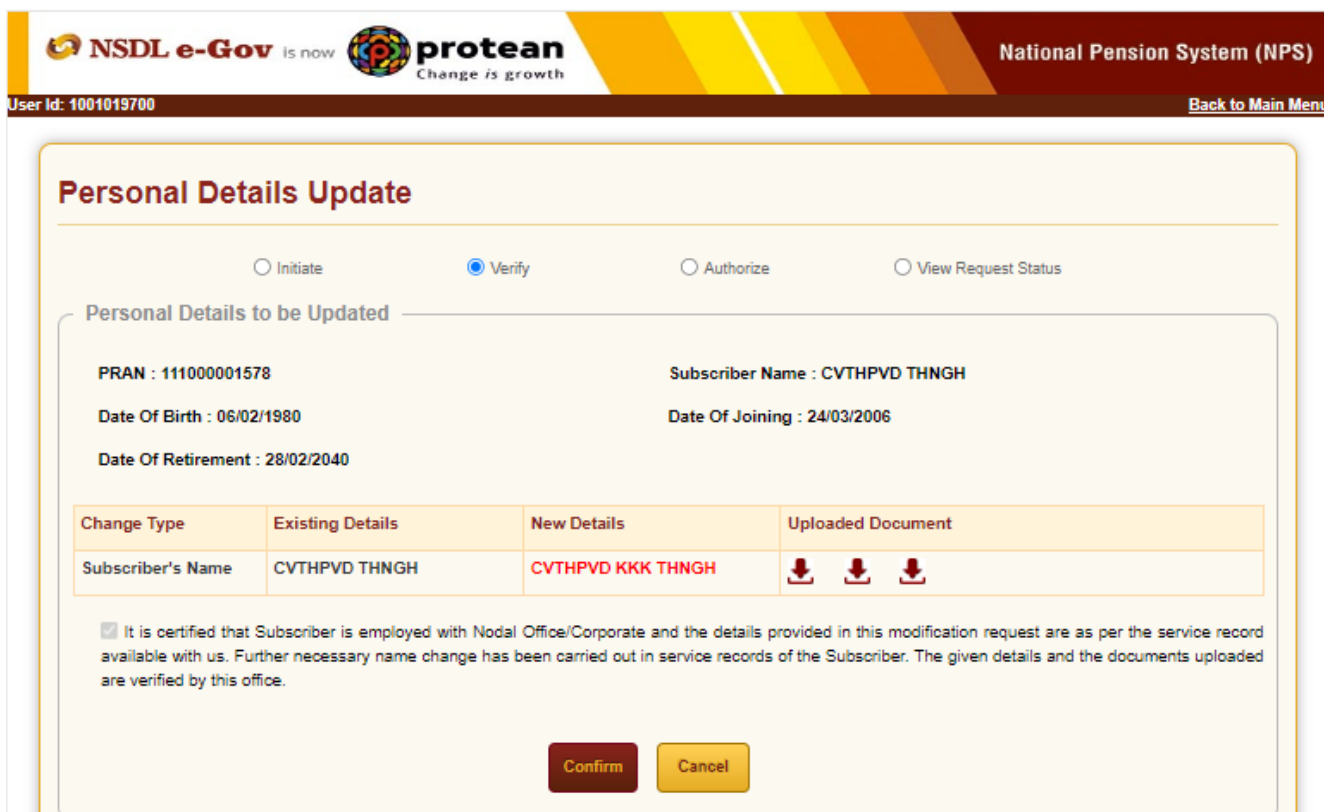
Remarks

Figure 18



## Change in Subscriber's Personal Details by Nodal Office

- Click on **"Confirm"** to submit the details. *(Please refer Figure 19).*






**Personal Details Update**

Initiate   
  Verify   
  Authorize   
  View Request Status

**Personal Details to be Updated**

PRAN : 111000001578                      Subscriber Name : CVTHPVD THNGH  
 Date Of Birth : 06/02/1980              Date Of Joining : 24/03/2006  
 Date Of Retirement : 28/02/2040

Change Type	Existing Details	New Details	Uploaded Document
Subscriber's Name	CVTHPVD THNGH	CVTHPVD KKK THNGH	  

It is certified that Subscriber is employed with Nodal Office/Corporate and the details provided in this modification request are as per the service record available with us. Further necessary name change has been carried out in service records of the Subscriber. The given details and the documents uploaded are verified by this office.

Figure 19

- On successful authorization of request acknowledgement details will be visible on screen. *(Please refer Figure 20).*



**Request has been successfully Verified.**

**Requested For**

PRAN	111000001578
Subscriber Name	CVTHPVD THNGH

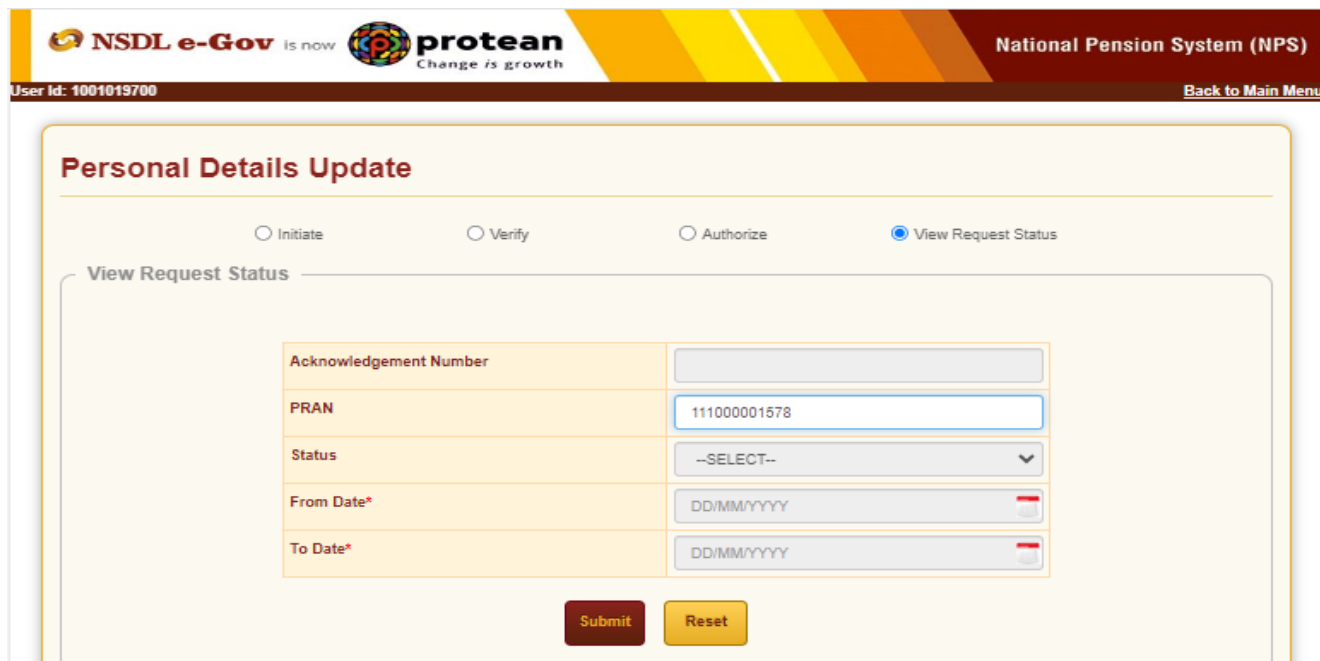
**Details**

Acknowledgement Number	80209202418051504
Status	Verified
Date of Verification	02-09-2024
Verified By - Reg. No	2000250
Verified By - Name	Sr. DFM and Sr. DPO, Northern Railway, Ferozpur

## Change in Subscriber's Personal Details by Nodal Office

Figure 20

- To view status of request, click on "Transaction" → "Subscriber Personal Details Update" → "View Request Status" → "Submit" (Please refer Figure 21 and 22).



**Personal Details Update**

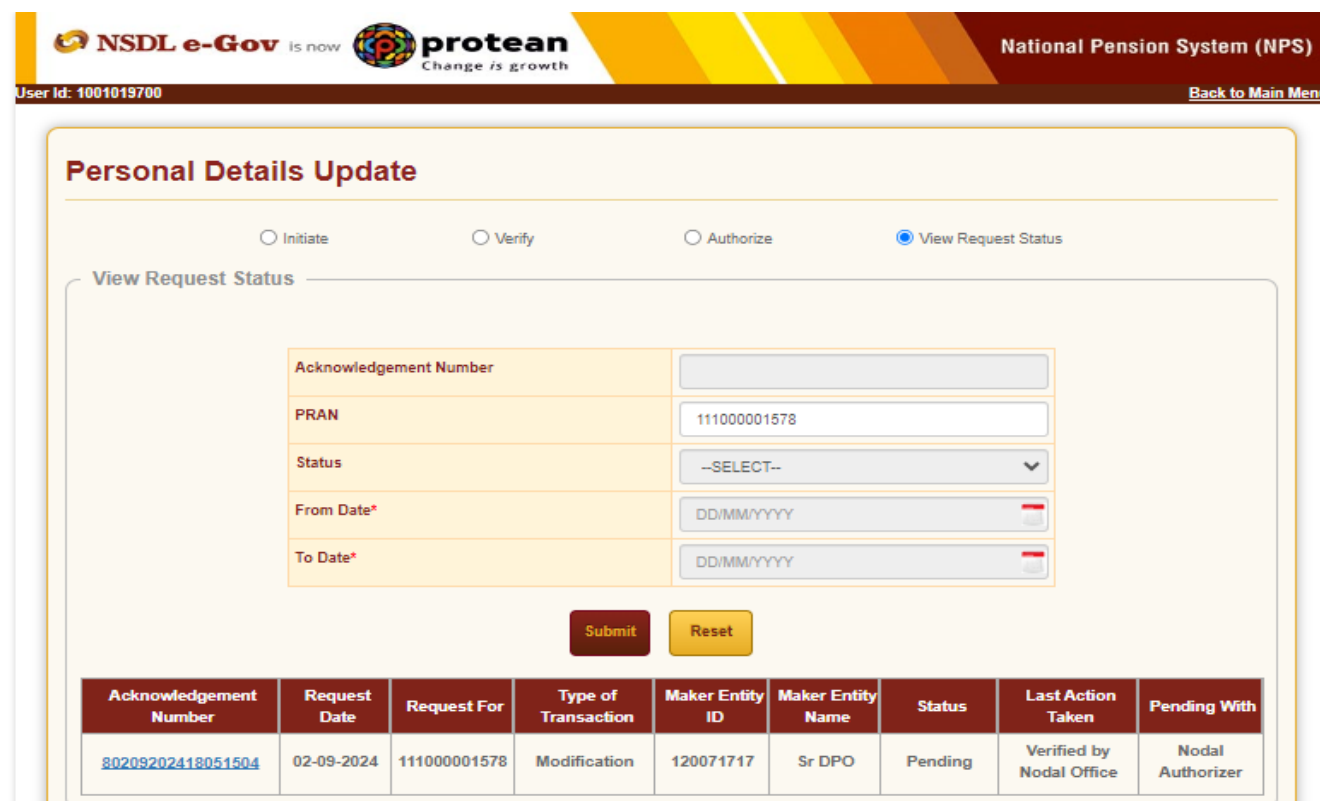
Initiate   
  Verify   
  Authorize   
  View Request Status

View Request Status

Acknowledgement Number	<input type="text"/>
PRAN	111000001578
Status	--SELECT--
From Date*	DD/MM/YYYY
To Date*	DD/MM/YYYY

Figure 21



**Personal Details Update**

Initiate   
  Verify   
  Authorize   
  View Request Status

View Request Status

Acknowledgement Number	<input type="text"/>
PRAN	111000001578
Status	--SELECT--
From Date*	DD/MM/YYYY
To Date*	DD/MM/YYYY

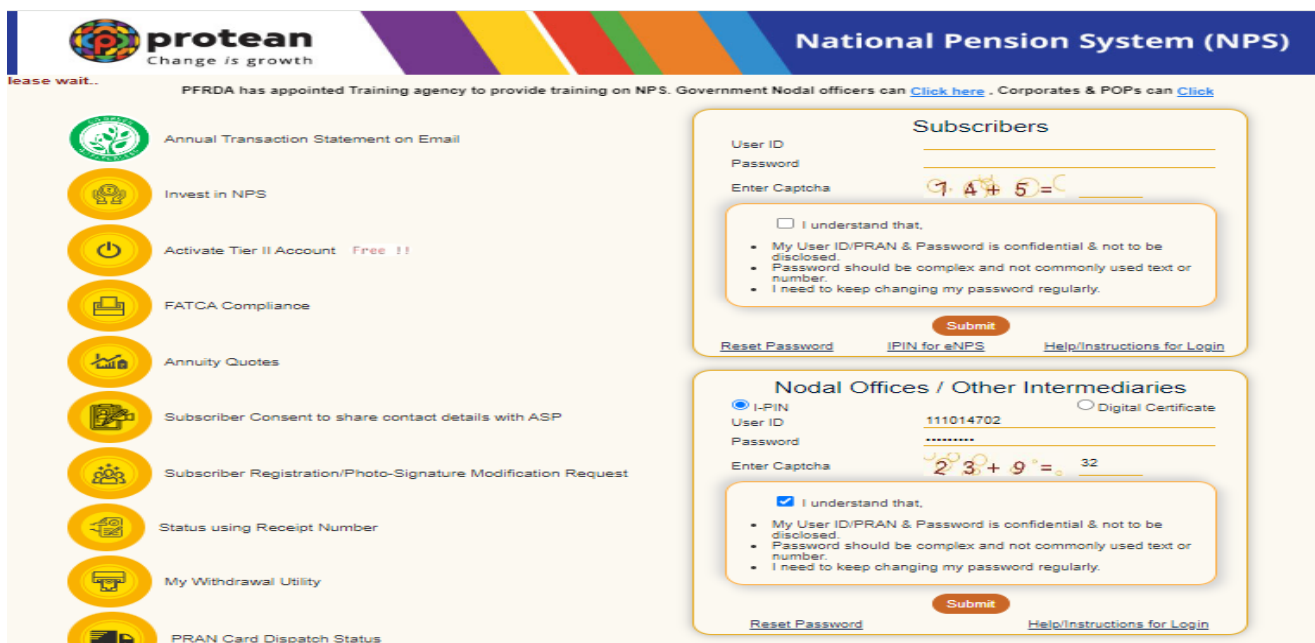
Acknowledgement Number	Request Date	Request For	Type of Transaction	Maker Entity ID	Maker Entity Name	Status	Last Action Taken	Pending With
<a href="#">80209202418051504</a>	02-09-2024	111000001578	Modification	120071717	Sr DPO	Pending	Verified by Nodal Office	Nodal Authorizer

Figure 22

## Change in Subscriber's Personal Details by Nodal Office

### C. Name Change Request Authorization PrAO/DTA office

- PrAO nodal office will log in to CRA portal <https://cra-nsdl.com/CRA/>. Enter **"User ID"** and password click on **"Submit"** (Please refer Figure 23)

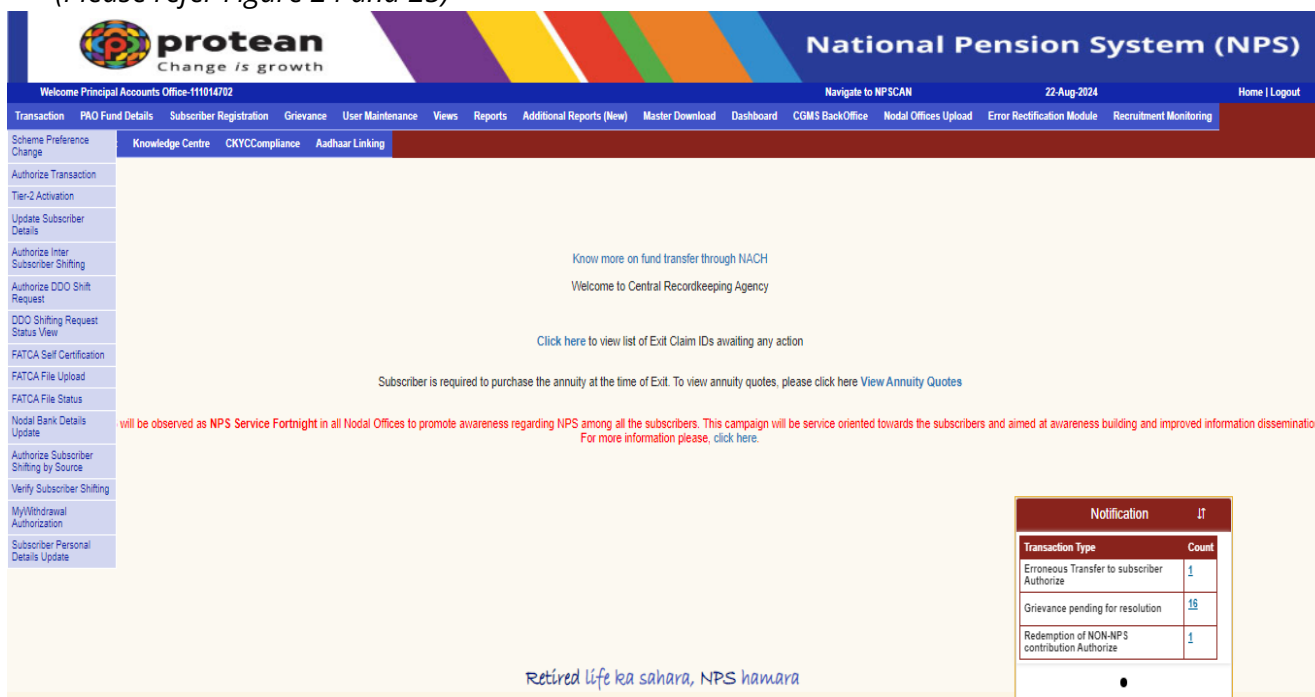


The screenshot shows the Protean National Pension System (NPS) portal. On the left, there is a navigation menu with various services like 'Annual Transaction Statement on Email', 'Invest in NPS', 'Activate Tier II Account', etc. The main content area is divided into two sections: 'Subscribers' and 'Nodal Offices / Other Intermediaries'. Both sections have fields for 'User ID', 'Password', and 'Enter Captcha'. The 'Subscribers' section has a captcha of '1 4 + 5 ='. The 'Nodal Offices / Other Intermediaries' section has a captcha of '2 3 + 9 = 32'. Both sections include a 'Submit' button and links for 'Reset Password' and 'Help/Instructions for Login'.

Figure 23

- Click on option Transaction--→ Subscriber Personal Details Update--→ **"Authorize"**. Enter PRAN/acknowledgement ID. Click on **"Submit."**

(Please refer Figure 24 and 25)



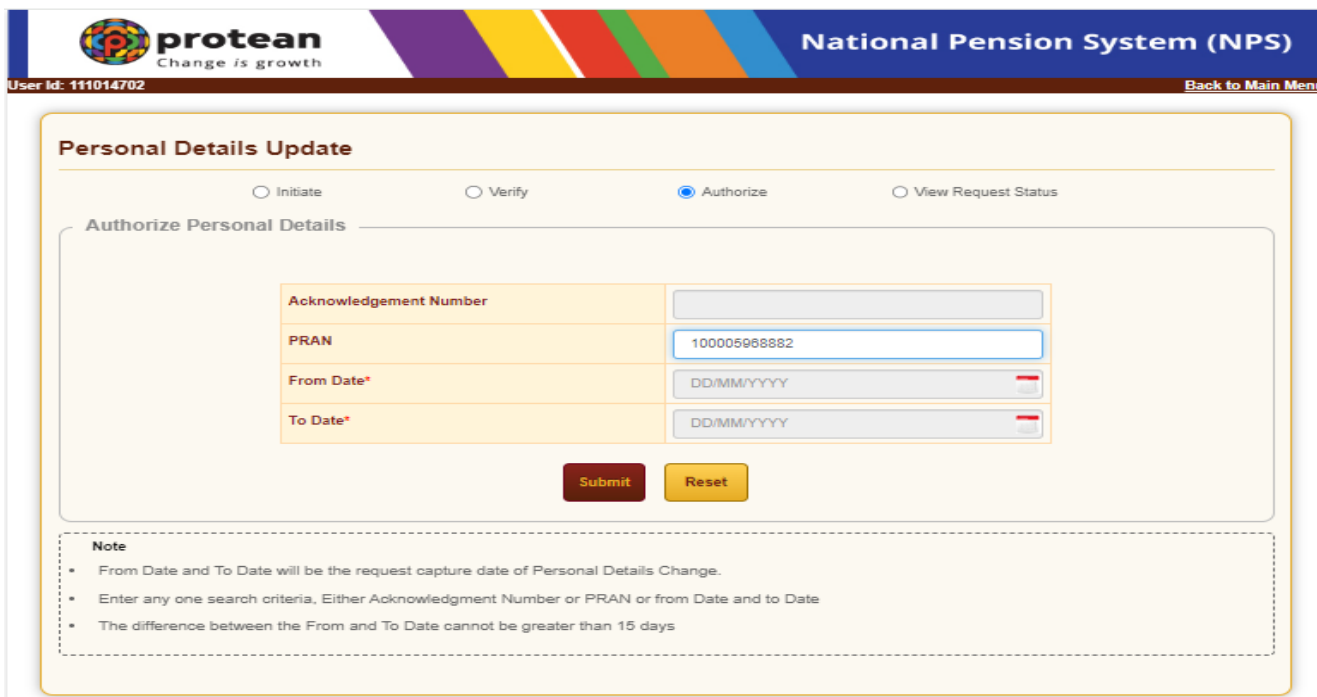
The screenshot shows the Protean National Pension System (NPS) portal with a navigation menu at the top. The main content area displays the 'Authorize' transaction process. A sidebar on the left lists various transactions, with 'Authorize Transaction' selected. The main content area shows a message: 'Know more on fund transfer through NACH' and 'Welcome to Central Recordkeeping Agency'. Below this, there is a link to view a list of Exit Claim IDs. A notification banner at the bottom states: 'will be observed as NPS Service Fortnight in all Nodal Offices to promote awareness regarding NPS among all the subscribers. This campaign will be service oriented towards the subscribers and aimed at awareness building and improved information dissemination. For more information please, click here.' A notification table is also visible:

Transaction Type	Count
Erroneous Transfer to subscriber Authorize	1
Grievance pending for resolution	16
Redemption of NON-NPS contribution Authorize	1

At the bottom of the page, there is a slogan: 'Retired life ka sahara, NPS hamara'.

Figure 24

## Change in Subscriber's Personal Details by Nodal Office



**protean** Change is growth **National Pension System (NPS)**

User Id: 111014702 [Back to Main Menu](#)

### Personal Details Update

Initiate   
  Verify   
  Authorize   
  View Request Status

**Authorize Personal Details**

Acknowledgement Number	<input type="text"/>
PRAN	<input type="text" value="100005968882"/>
From Date*	<input type="text" value="DD/MM/YYYY"/>
To Date*	<input type="text" value="DD/MM/YYYY"/>

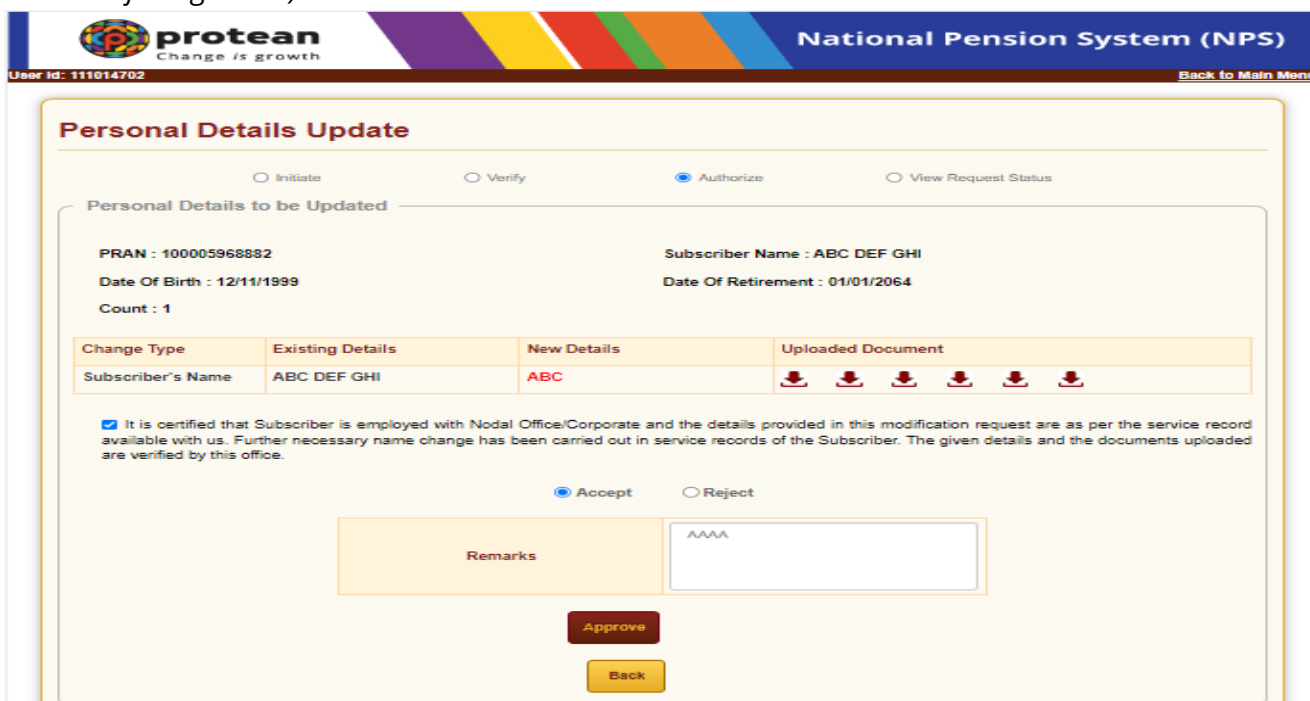
**Note**

- From Date and To Date will be the request capture date of Personal Details Change.
- Enter any one search criteria, Either Acknowledgement Number or PRAN or from Date and to Date
- The difference between the From and To Date cannot be greater than 15 days

Figure 25

- PrAO nodal office can Approve/Rejet the request based on details entered and documents uploaded in CRA system. To see the upoded documents click on **“Uploaded document”** icon.

Office can mention reason for rejection/acceptance of request while authoriation. (Please refer Figure 26).



**protean** Change is growth **National Pension System (NPS)**

User Id: 111014702 [Back to Main Menu](#)

### Personal Details Update

Initiate   
  Verify   
  Authorize   
  View Request Status

**Personal Details to be Updated**

<b>PRAN</b> : 100005968882	<b>Subscriber Name</b> : ABC DEF GHI
<b>Date Of Birth</b> : 12/11/1999	<b>Date Of Retirement</b> : 01/01/2064
<b>Count</b> : 1	

Change Type	Existing Details	New Details	Uploaded Document
Subscriber's Name	ABC DEF GHI	ABC	<input type="button" value="Download"/> <input type="button" value="Download"/> <input type="button" value="Download"/> <input type="button" value="Download"/> <input type="button" value="Download"/> <input type="button" value="Download"/>

It is certified that Subscriber is employed with Nodal Office/Corporate and the details provided in this modification request are as per the service record available with us. Further necessary name change has been carried out in service records of the Subscriber. The given details and the documents uploaded are verified by this office.

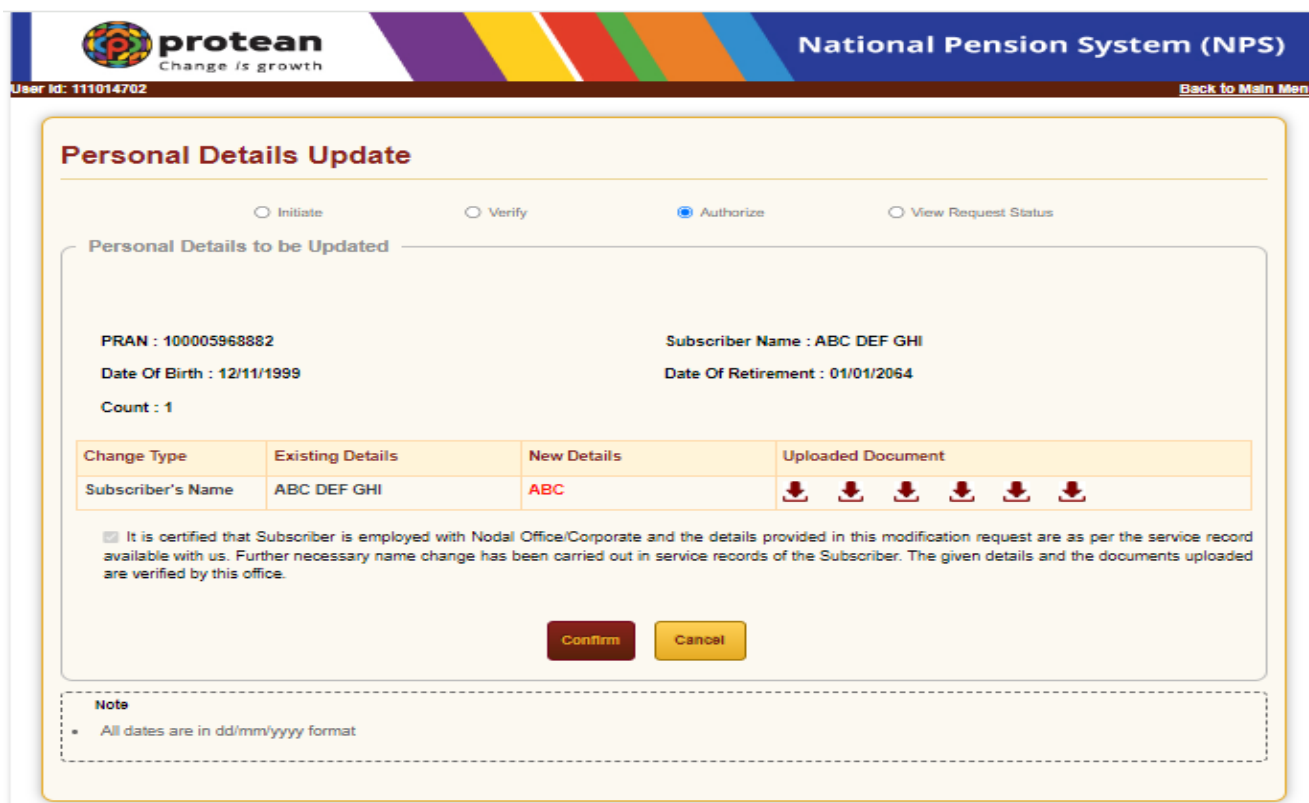
Accept   
  Reject

<div style="border: 1px solid gray; padding: 5px; min-height: 40px;"> <p style="text-align: center; margin: 0;">Remarks</p> </div>	<div style="border: 1px solid gray; padding: 5px; min-height: 40px;"> <p style="text-align: center; margin: 0;">AAAA</p> </div>
--	---

Figure 26

## Change in Subscriber's Personal Details by Nodal Office

- Click on **"Confirm"** to submit the details. *(Please refer Figure 27).*









**Personal Details Update**

Initiate   
  Verify   
  Authorize   
  View Request Status

**Personal Details to be Updated**

PRAN : 100005968882                      Subscriber Name : ABC DEF GHI  
 Date Of Birth : 12/11/1999                Date Of Retirement : 01/01/2064  
 Count : 1

Change Type	Existing Details	New Details	Uploaded Document
Subscriber's Name	ABC DEF GHI	ABC	     

It is certified that Subscriber is employed with Nodal Office/Corporate and the details provided in this modification request are as per the service record available with us. Further necessary name change has been carried out in service records of the Subscriber. The given details and the documents uploaded are verified by this office.

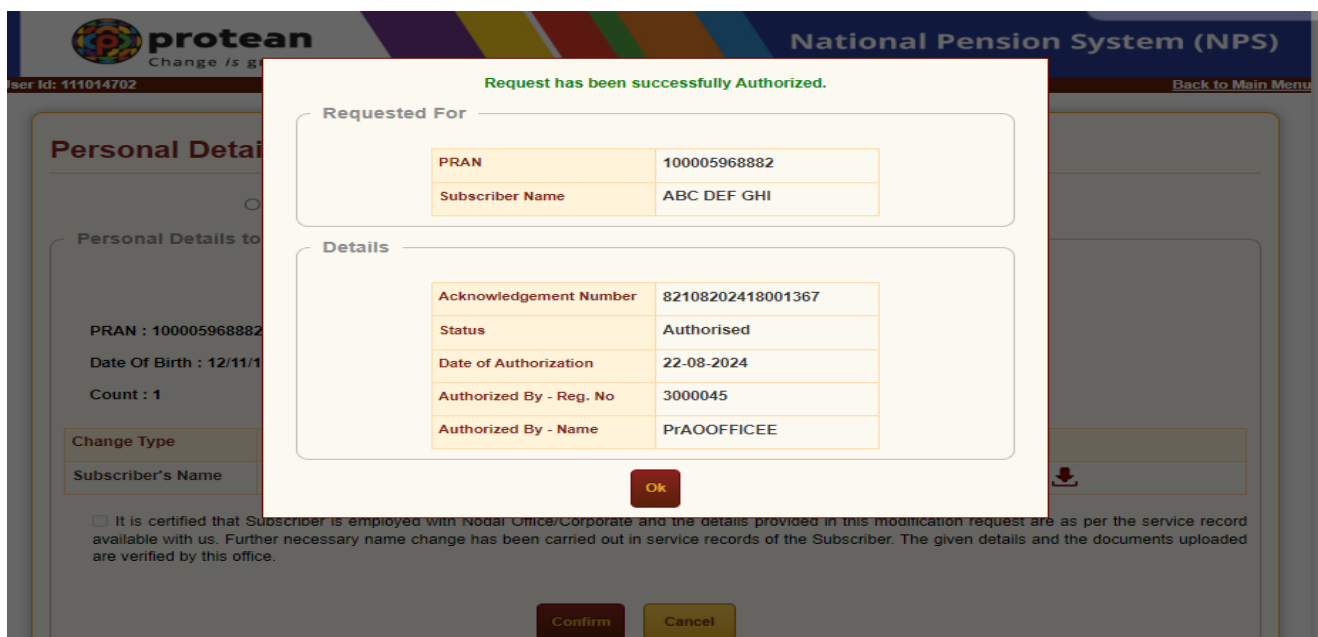
  

**Note**

- All dates are in dd/mm/yyyy format

Figure 27

- On successful authorization of request acknowledgement details will be visible on screen. *(Please refer Figure 28).*



**Request has been successfully Authorized.**

**Requested For**

PRAN	100005968882
Subscriber Name	ABC DEF GHI

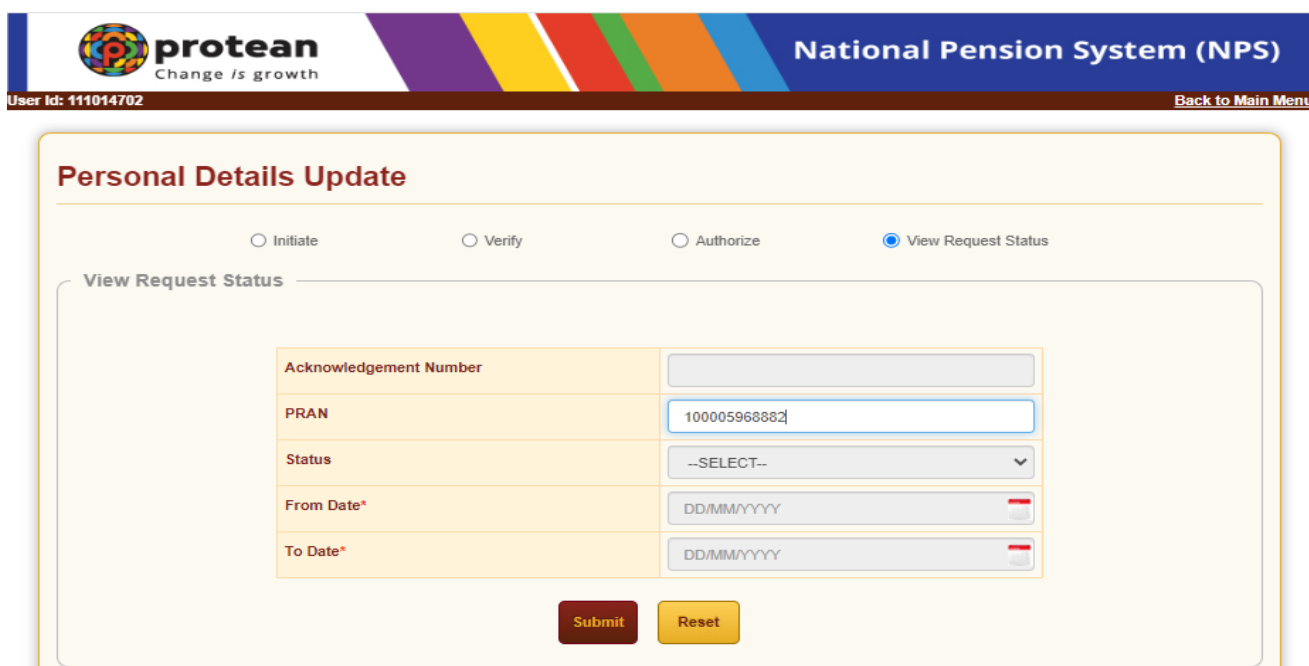
**Details**

Acknowledgement Number	82108202418001367
Status	Authorised
Date of Authorization	22-08-2024
Authorized By - Reg. No	3000045
Authorized By - Name	PrAOFFICEE

Figure 28

### Change in Subscriber's Personal Details by Nodal Office

- To view status of request, click on "Transaction" → "Subscriber Personal Details Update" → "View Request Status" → "Submit" (Please refer Figure 29 and 30).



**Personal Details Update**

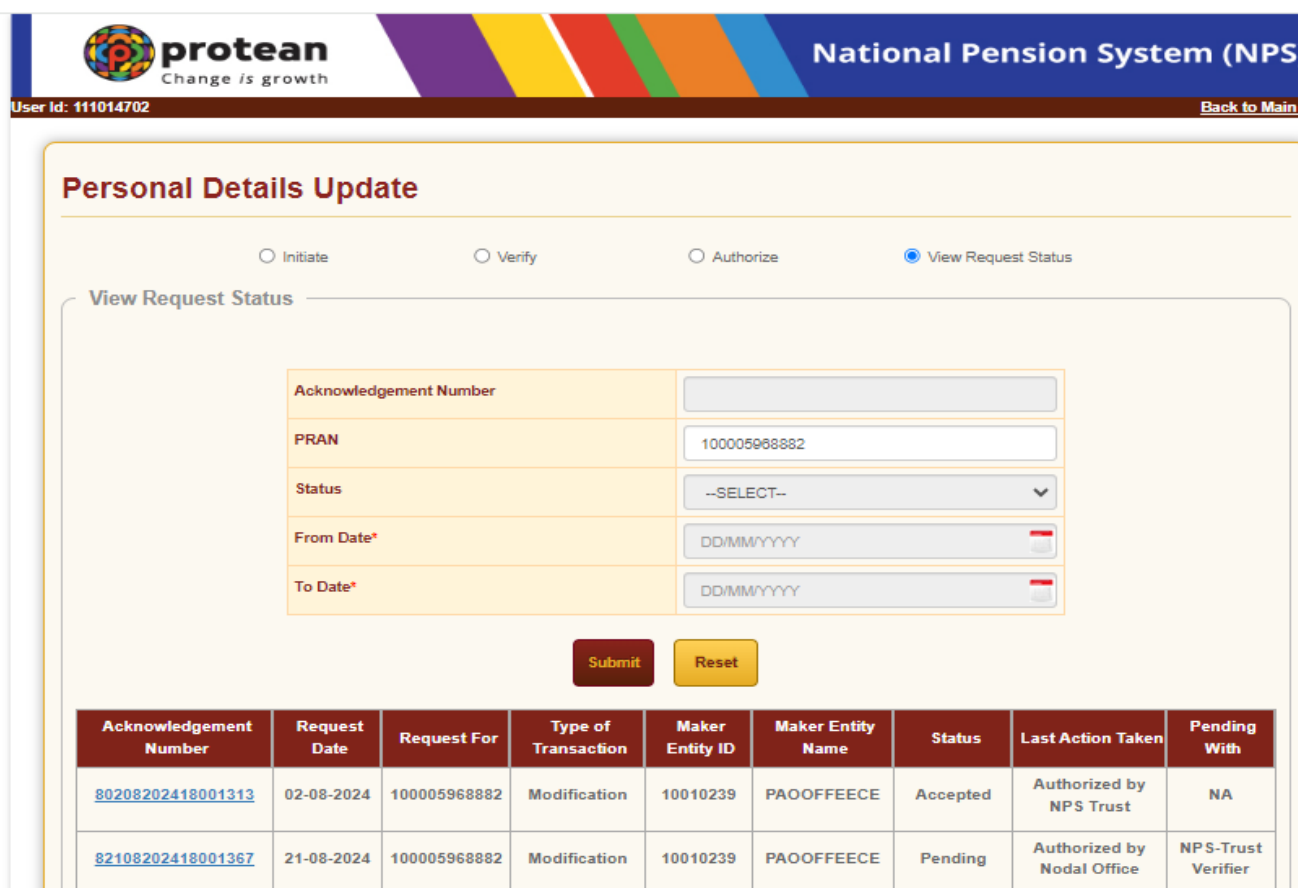
Initiate   
  Verify   
  Authorize   
  View Request Status

View Request Status

Acknowledgement Number	<input type="text"/>
PRAN	100005968882
Status	--SELECT--
From Date*	DD/MM/YYYY
To Date*	DD/MM/YYYY

Figure 29



**Personal Details Update**

Initiate   
  Verify   
  Authorize   
  View Request Status

View Request Status

Acknowledgement Number	<input type="text"/>
PRAN	100005968882
Status	--SELECT--
From Date*	DD/MM/YYYY
To Date*	DD/MM/YYYY

Acknowledgement Number	Request Date	Request For	Type of Transaction	Maker Entity ID	Maker Entity Name	Status	Last Action Taken	Pending With
<a href="#">80208202418001313</a>	02-08-2024	100005968882	Modification	10010239	PAOFFEECE	Accepted	Authorized by NPS Trust	NA
<a href="#">82108202418001367</a>	21-08-2024	100005968882	Modification	10010239	PAOFFEECE	Pending	Authorized by Nodal Office	NPS-Trust Verifier

Figure 30

Change in Subscriber's Personal Details by Nodal Office

**Any subsequent name change request received for the same subscriber:**

In case if name change is request is received again for the same subscriber, the said request is required to be verified and authorised by NPS trust user. The initial process will remain the same as mentioned above. Once the request is authorised by PrAO/DTA, the name will be updated only the same is verified and authorised by NPS Trust user.

The Status of such request can be seen in CRA on clicking acknowledgement number hyperlink.”  
(Please refer Figure 31).

**Request Raised For**


<b>PRAN</b>	<b>100005968882</b>
<b>Subscriber Name</b>	<b>ABC DEF GHI</b>


**Details**


<b>Acknowledgement Number</b>	<b>82108202418001367</b>
<b>Status</b>	<b>Authorized by Nodal Office</b>
<b>Date of Initiation</b>	<b>21-08-2024</b>
<b>Initiated By - Reg. No</b>	<b>2000191</b>
<b>Initiated By - Name</b>	<b>PAOFFEECE</b>


[Click Here to Check Details](#)


**Flow View**

  
Nodal Initiator

  
Nodal Authorizer

  
NPS-Trust Verifier

  
NPS-Trust Authorizer

  
Completed

User Name	User ID	Date	Action Taken	Remarks
PAOFFEECE	1001023900	21-08-2024	-	REQUEST RAISED
PrAOFFICEE	111014702	22-08-2024	Accepted	AAAA

Close

Figure 31

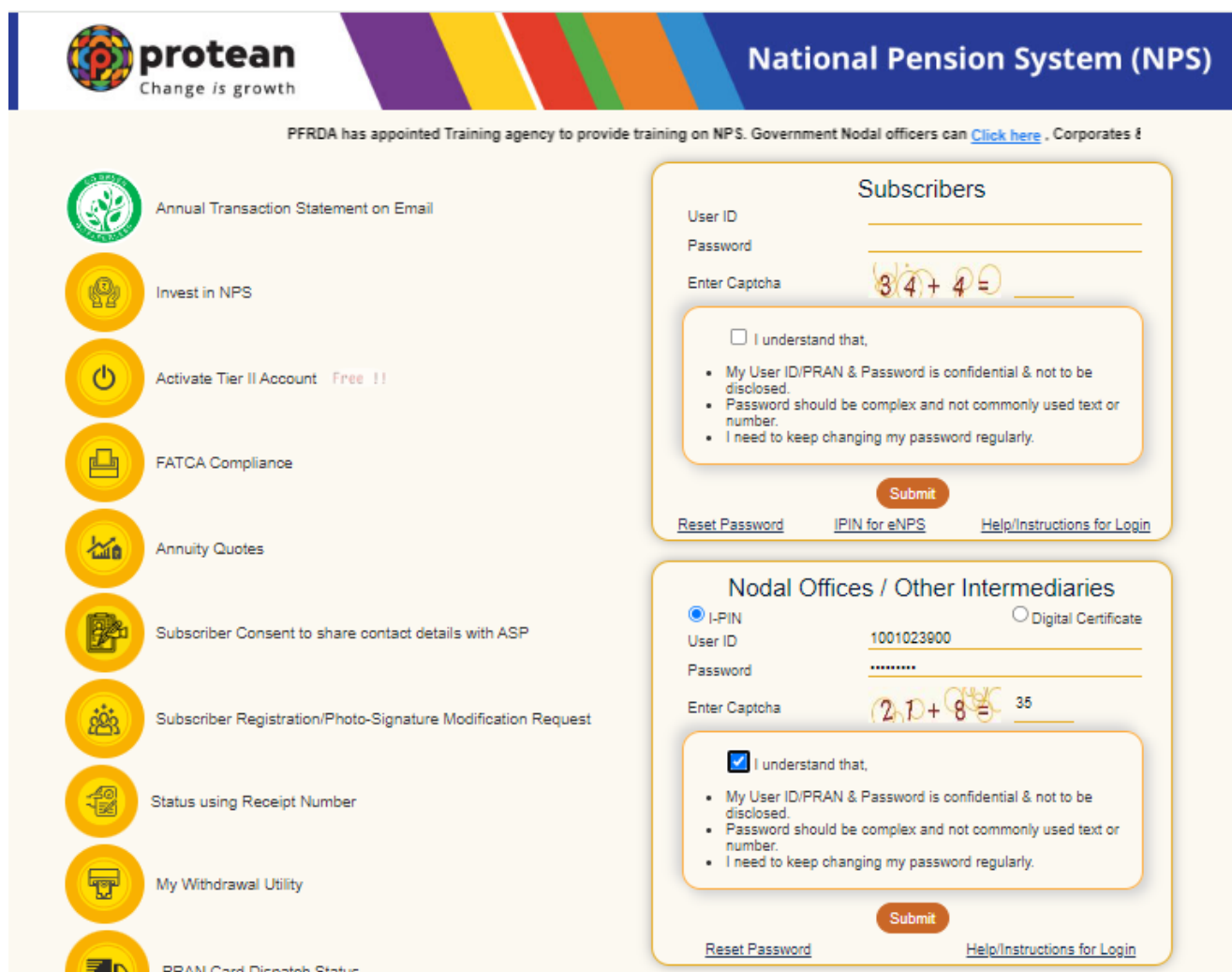
## Change in Subscriber's Personal Details by Nodal Office

### 2. Modification in Date of Birth (DoB)

- Date of Birth (DoB) change request Initiated by **DDO** nodal office need to be **verified and authorized** by PAO/DTO nodal office.
- Date of Birth (DoB) change request Initiated by nodal office PAO/DTO/PrAO/DTA user 1 can be authorized by PAO/DTO PrAO/DTA nodal office User 2.

#### A) Date of Birth Change Request initiation by PAO/DTO

- DDO/PAO office will log in to CRA portal <https://cra-nsdl.com/CRA/>. Enter **"User ID"** and password click on **"Submit"** (Please refer Figure 32)



The screenshot displays the National Pension System (NPS) CRA portal. The header includes the Protean logo and the text "National Pension System (NPS)". Below the header, there is a navigation menu with various services such as "Annual Transaction Statement on Email", "Invest in NPS", "Activate Tier II Account", "FATCA Compliance", "Annuity Quotes", "Subscriber Consent to share contact details with ASP", "Subscriber Registration/Photo-Signature Modification Request", "Status using Receipt Number", "My Withdrawal Utility", and "PRAN Card Dispatch Status".

The main content area is divided into two sections:

- Subscribers:** This section contains a login form with fields for "User ID", "Password", and "Enter Captcha". Below the captcha field, there is a checkbox for "I understand that," followed by a list of terms and conditions:
  - My User ID/PRAN & Password is confidential & not to be disclosed.
  - Password should be complex and not commonly used text or number.
  - I need to keep changing my password regularly.
 A "Submit" button is located below the terms and conditions. Links for "Reset Password", "IPIN for eNPS", and "Help/Instructions for Login" are also present.
- Nodal Offices / Other Intermediaries:** This section contains a login form with a radio button for "I-PIN" (selected) and a radio button for "Digital Certificate". It includes fields for "User ID" (with the value "1001023900"), "Password", and "Enter Captcha". Below the captcha field, there is a checkbox for "I understand that," followed by the same list of terms and conditions as in the Subscribers section. A "Submit" button is located below the terms and conditions. Links for "Reset Password" and "Help/Instructions for Login" are also present.

Figure 32



## Change in Subscriber's Personal Details by Nodal Office

- Click on option **“Transaction”** and sub menu **“Subscriber Personal Details Update”** (Please refer Figure 33)

The screenshot shows the NPS portal interface. The top navigation bar includes the Protean logo, the text 'National Pension System (NPS)', and the date '22-Aug-2024'. A secondary navigation bar contains various menu items such as 'Transaction', 'PAO Fund Details', 'Subscriber Registration', 'Grievance', 'User Maintenance', 'Views', 'Reports', 'Additional Reports (New)', 'Master Download', 'Dashboard', 'CGMS BackOffice', 'Nodal Offices Upload', 'Error Rectification Module', and 'Recruitment Monitoring'. A left-hand sidebar lists several options, with 'Subscriber Personal Details Update' highlighted. The main content area displays a welcome message from the Central Recordkeeping Agency and a notification table.

Notification		IT
Transaction Type	Count	
Erroneous Transfer to subscriber Authorize	1	
Grievance pending for resolution	18	
Redemption of NON-NPS contribution Authorize	1	

Figure 33

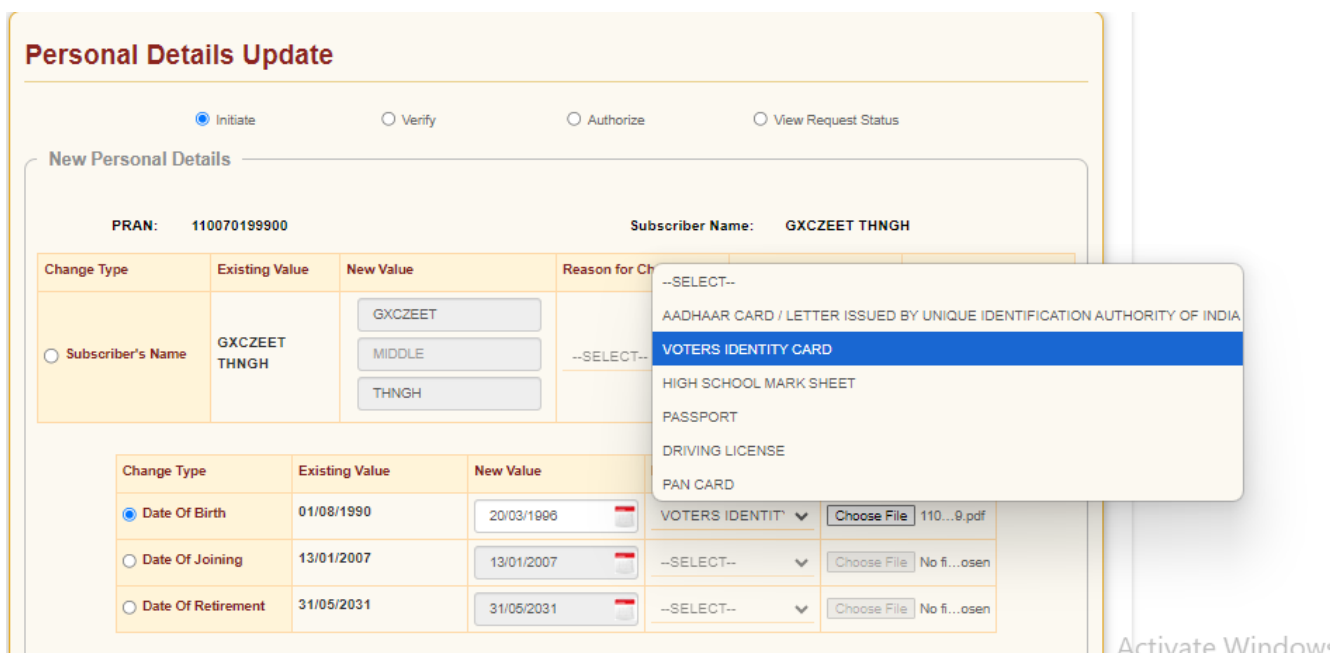
- Click on option **“Initiate”** and Enter PRAN. Click on **“Submit”** (Please refer Figure 34)

The screenshot shows the 'Personal Details Update' form. At the top, there are four radio button options: 'Initiate' (selected), 'Verify', 'Authorize', and 'View Request Status'. Below these options is a large text input field for 'Update Personal Details'. Inside this field, there is a smaller input field for 'Permanent Retirement Account Number (PRAN)\*' with the value '100005968882' entered. At the bottom of the form, there are two buttons: 'Submit' and 'Cancel'.

Figure 34

## Change in Subscriber's Personal Details by Nodal Office

- Select the Change Type, **"Date of Birth"**. Select supporting proof form available list and Upload document. Tick the declaration. Click on **"Submit"** (Please refer Figure 35 and 36).



**Personal Details Update**

Initiate   
  Verify   
  Authorize   
  View Request Status

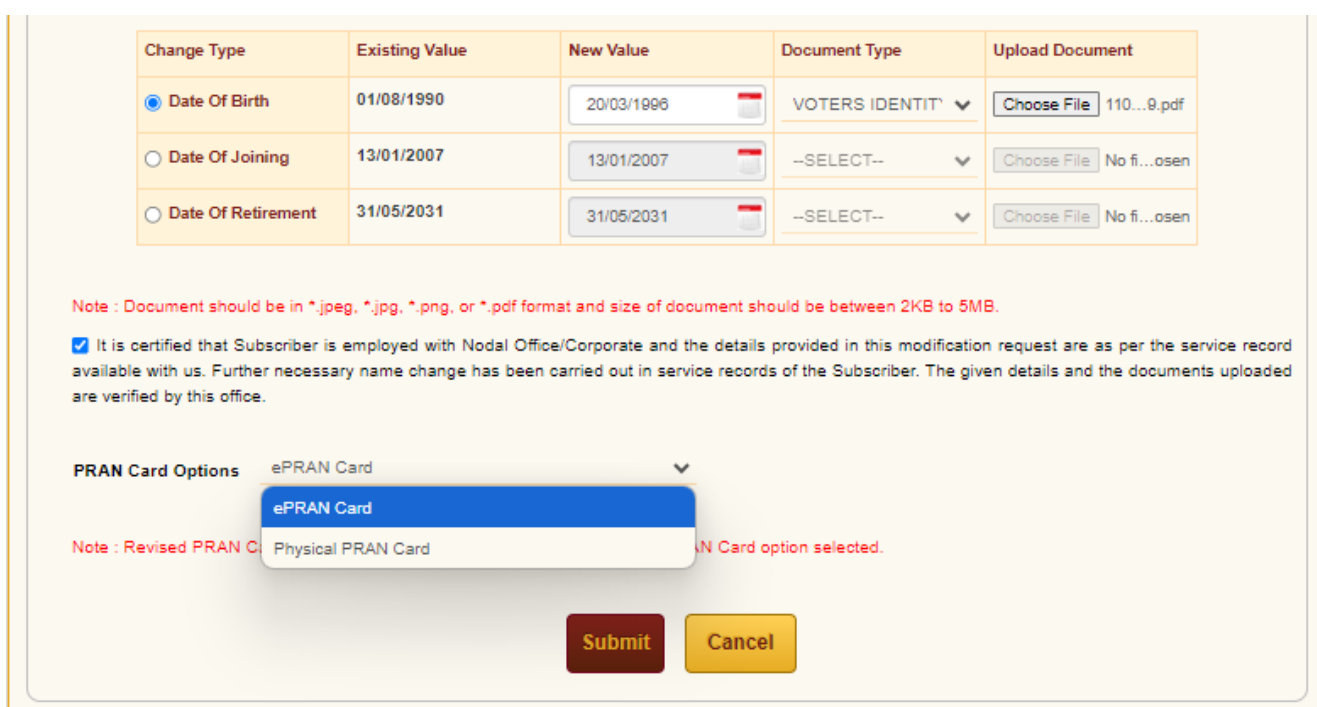
**New Personal Details**

PRAN: 110070199900      Subscriber Name: GXCZEET THNGH

Change Type	Existing Value	New Value	Reason for Change	Document Type	Upload Document
<input type="radio"/> Subscriber's Name	GXCZEET THNGH	<input type="text" value="GXCZEET"/> <input type="text" value="MIDDLE"/> <input type="text" value="THNGH"/>	--SELECT--	--SELECT--	
<input checked="" type="radio"/> Date Of Birth	01/08/1990	20/03/1996		VOTERS IDENTIT	Choose File 110...9.pdf
<input type="radio"/> Date Of Joining	13/01/2007	13/01/2007		--SELECT--	Choose File No fi...osen
<input type="radio"/> Date Of Retirement	31/05/2031	31/05/2031		--SELECT--	Choose File No fi...osen

Activate Window:

Figure 35



Change Type	Existing Value	New Value	Document Type	Upload Document
<input checked="" type="radio"/> Date Of Birth	01/08/1990	20/03/1996	VOTERS IDENTIT	Choose File 110...9.pdf
<input type="radio"/> Date Of Joining	13/01/2007	13/01/2007	--SELECT--	Choose File No fi...osen
<input type="radio"/> Date Of Retirement	31/05/2031	31/05/2031	--SELECT--	Choose File No fi...osen

**Note :** Document should be in \*.jpeg, \*.jpg, \*.png, or \*.pdf format and size of document should be between 2KB to 5MB.

It is certified that Subscriber is employed with Nodal Office/Corporate and the details provided in this modification request are as per the service record available with us. Further necessary name change has been carried out in service records of the Subscriber. The given details and the documents uploaded are verified by this office.

**PRAN Card Options** ePRAN Card

**Note :** Revised PRAN Card option selected.

Figure 36

The subscriber is having option to receive PRAN card either through e-PRAN or can opt for physical copy of the same. The subscriber can click on PRAN card option and choose the option and submit accordingly.

### Change in Subscriber's Personal Details by Nodal Office

- Updated DoB will be visible on screen click on "Confirm" to proceed. *(Please refer Figure 37).*

#### Personal Details Update

Initiate
 Verify
 Authorize
 View Request Status

##### New Personal Details


**PRAN :** 110070199900

**Date Of Birth :** 01/08/1990

**Date Of Retirement :** 31/05/2031

**Subscriber Name :** GXCZEET THNGH

**Date Of Joining :** 13/01/2007

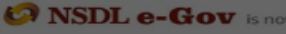

Change Type	Existing Details	New Details	Uploaded Document
Date Of Birth	01/08/1990	19/03/1980	

It is certified that Subscriber is employed with Nodal Office/Corporate and the details provided in this modification request are as per the service record available with us. Further necessary name change has been carried out in service records of the Subscriber. The given details and the documents uploaded are verified by this office.

Confirm
Cancel

Figure 37

- Details will be saved successfully and acknowledgement number will be visible on screen. *(Please refer Figure 38).*



National Pension System (NPS)

Request has been successfully initiated.

##### Request Raised For

PRAN	110070199900
Subscriber Name	GXCZEET THNGH

##### Maker Details

Acknowledgement Number	82708202418051441
Status	Initiated By Nodal Entity
Date of Initiation	27-08-2024
Initiated By - Reg. No	2000213
Initiated By - Name	Sr. Accounts Officer and Sr. PO, Northern Railway, Yamuna Nagar

Ok

Confirm
Cancel

Figure 38

## Change in Subscriber's Personal Details by Nodal Office

- Status of request can be seen in CRA log in. *(Please refer Figure 39).*

### Personal Details Update

Initiate
 Verify
 Authorize
 View Request Status

#### View Request Status

Acknowledgement Number	<input type="text"/>
PRAN	<input type="text" value="110070199900"/>
Status	<input type="text" value="--SELECT--"/>
From Date*	<input type="text" value="DD/MM/YYYY"/>
To Date*	<input type="text" value="DD/MM/YYYY"/>

Acknowledgement Number	Request Date	Request For	Type of Transaction	Maker Entity ID	Maker Entity Name	Status	Last Action Taken	Pending With
<a href="#">82708202418051441</a>	27-08-2024	110070199900	Modification	10010254	Sr. Accounts Officer and Sr. PO, Northern Railway, Yamuna Nagar	Pending	Initiated By Nodal Entity	Nodal Authorizer

Figure 39

## Change in Subscriber's Personal Details by Nodal Office

### B. Authorization by PAO/DTO/PrAO/DTA Office

Date of Birth (DoB) change request Initiated by nodal office PAO/DTO/PrAO/DTA user 1 can be authorized by PAO/DTO PrAO/DTA nodal office User 2.

- PAO/DTO/PrAO/DTA office will log in to CRA portal <https://cra-nsdl.com/CRA/>. Enter **“User ID”** and password click on **“Submit”** (Please refer Figure 40)

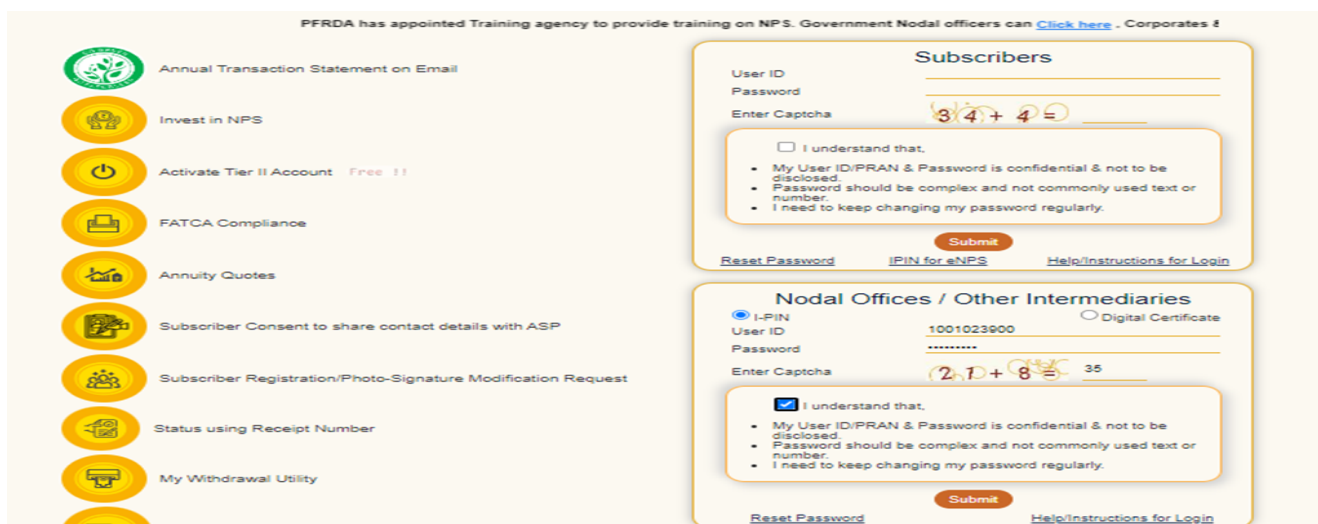
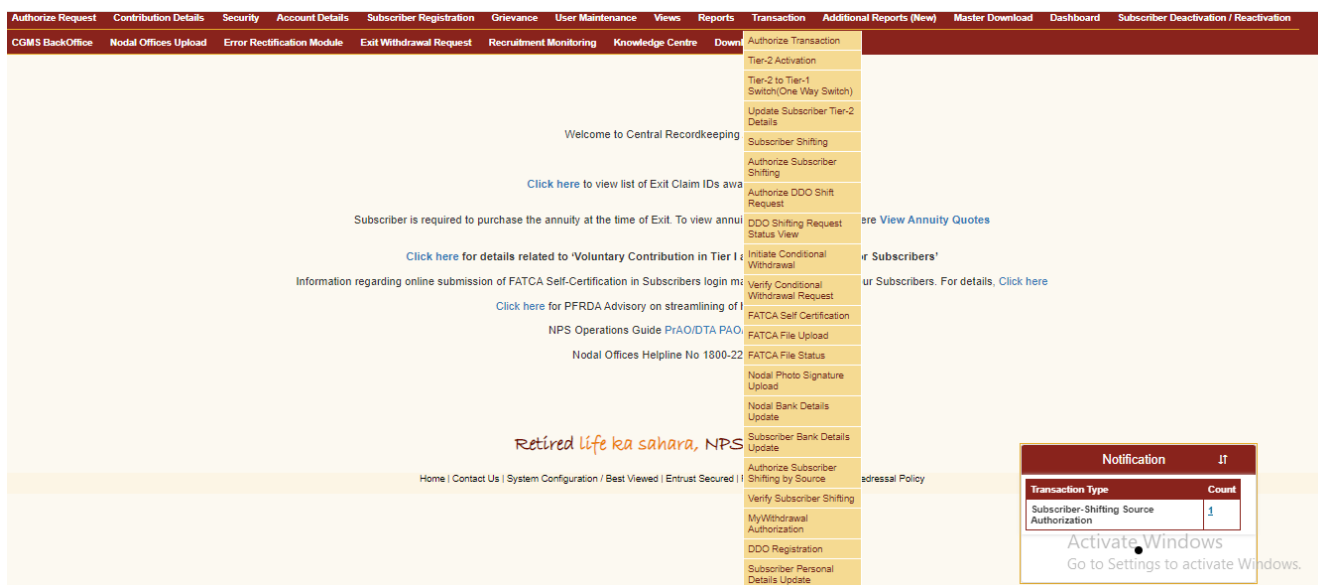


Figure 40

- Click on option **“Transaction”** and sub menu **“Subscriber Personal Details Update”** (Please refer Figure 41)



Transaction Type	Count
Subscriber-Shifting Source Authorization	1

Figure 21

### Change in Subscriber's Personal Details by Nodal Office

- Click on option **"Authorize"**, enter PRAN details and click on **"Submit"** (Please refer Figure 42)  
(In case request is initiate by DDO office PAO/DTO office needs to verify the same before authorization)

User Id: 111014700 Back to Main Menu

#### Personal Details Update

Initiate   
  Verify   
  Authorize   
  View Request Status

**Authorize Personal Details**

Acknowledgement Number	<input type="text"/>
PRAN	<input type="text" value="110070199900"/>
From Date*	<input type="text" value="DD/MM/YYYY"/>
To Date*	<input type="text" value="DD/MM/YYYY"/>

Figure 42

- Existing details pending for authorization will be available on screen. Click on hyperlink **acknowledgement number** to check the details entered by maker. (Please refer figure 43)

User Id: 111014700 Back to Main Menu

#### Personal Details Update

Initiate   
  Verify   
  Authorize   
  View Request Status

**Authorize Personal Details**

Acknowledgement Number	<input type="text"/>
PRAN	<input type="text" value="110070199900"/>
From Date*	<input type="text" value="DD/MM/YYYY"/>
To Date*	<input type="text" value="DD/MM/YYYY"/>

Acknowledgement Number	Request Date	Request For	Type of Transaction	Maker Entity ID	Maker Entity Name	Status	Last Action Taken	Action
<a href="#">82708202418051441</a>	27-08-2024	110070199900	Modified	10010254	Sr. Accounts Officer and Sr. PO, Northern Railway, Yamuna Nagar	Pending	Initiated By Nodal Entity	<a href="#">Approve/Reject</a>

Figure 43

### Change in Subscriber's Personal Details by Nodal Office

- The following details will appear on the screen (Refer figure 44)

**Requested For**

PRAN	110070199900
Subscriber Name	GXCZEET THNGH

**Details**

Acknowledgement Number	82708202418051441
Status	Initiated By Nodal Entity
Date of Initiation	27-08-2024
Initiated By - Reg. No	2000213
Initiated By - Name	Sr. Accounts Officer and Sr. PO, Northern Railway, Yamuna Nagar

Click Here to Check Details

**Flow View**

✔  
Nodal Initiator

●  
Nodal Authorizer

●  
Completed

User Name	User ID	Date	Action Taken	Remarks
Sr. Accounts Officer and Sr. PO, Northern Railway, Yamuna Nagar	1001025401	27-08-2024	-	REQUEST RAISED

Close

Figure 44

- Nodal office can download and see document uploaded by maker to check the details entered. Click on **"Confirm"**. (Please refer Figure 45 and 46)

User Id: 111014700
Back to Main Menu

**Personal Details Update**

Initiate
 Verify
 Authorize
 View Request Status

**Personal Details to be Updated**

PRAN : 110070199900

Date Of Birth : 01/08/1990

Date Of Retirement : 31/05/2031

Subscriber Name : GXCZEET THNGH

Date Of Joining : 13/01/2007

Change Type	Existing Details	New Details	Uploaded Document
Date Of Birth	01/08/1990	19/03/1980	

It is certified that Subscriber is employed with Nodal Office/Corporate and the details provided in this modification request are as per the service record available with us. Further necessary name change has been carried out in service records of the Subscriber. The given details and the documents uploaded are verified by this office.

Confirm
Cancel

Figure 45

### Change in Subscriber's Personal Details by Nodal Office

User Id: 111014700

[Back to Main Menu](#)

#### Personal Details Update

Initiate     
  Verify     
  Authorize     
  View Request Status

##### Personal Details to be Updated

PRAN : 110070199900      Subscriber Name : GXCZEET THNGH  
 Date Of Birth : 01/08/1990      Date Of Joining : 13/01/2007  
 Date Of Retirement : 31/05/2031

Change Type	Existing Details	New Details	Uploaded Document
Date Of Birth	01/08/1990	19/03/1980	

It is certified that Subscriber is employed with Nodal Office/Corporate and the details provided in this modification request are as per the service record available with us. Further necessary name change has been carried out in service records of the Subscriber. The given details and the documents uploaded are verified by this office.

Accept     
  Reject

Remarks	
---------	--

Approve

Back

Figure 46

➤ The following screen will appear on successful authorization. (Please refer Figure 47)

**Request has been successfully Authorized.**

**Requested For**

PRAN	110070199900
Subscriber Name	GXCZEET THNGH

**Details**

Acknowledgement Number	82708202418051441
Status	Authorised
Date of Authorization	27-08-2024
Authorized By - Reg. No	3000045
Authorized By - Name	FA and CAO, Northen Railway, New Delhi

Ok

Confirm      Cancel

Figure 47



## Change in Subscriber's Personal Details by Nodal Office

➤ Status of request can be seen in CRA log in. *(Please refer Figure 48).*

### Personal Details Update

Initiate
 Verify
 Authorize
 View Request Status

**View Request Status**

Acknowledgement Number	<input type="text"/>
PRAN	<input type="text" value="110070199900"/>
Status	<input type="text" value="--SELECT--"/>
From Date*	<input type="text" value="DD/MM/YYYY"/>
To Date*	<input type="text" value="DD/MM/YYYY"/>

Submit
Reset

Acknowledgement Number	Request Date	Request For	Type of Transaction	Maker Entity ID	Maker Entity Name	Status	Last Action Taken	Pending With
<a href="#">82708202418051441</a>	27-08-2024	110070199900	Modification	10010254	Sr. Accounts Officer and Sr. PO, Northern Railway, Yamuna Nagar	Accepted	Completed	NA

Figure 48

## Change in Subscriber's Personal Details by Nodal Office

### 3. Date of Joining Change Request initiation by PAO/DTO/DDO

Date of Joining (DoJ) change request Initiated by **DDO** nodal office need to be **authorized** by PAO/DTO nodal office.

Date of Joining (DoJ) change request Initiated by nodal office PAO/DTO/PrAO/DTA user 1 can be authorized by PAO/DTO PrAO/DTA nodal office User 2.

#### A. Change Request initiation by PAO/DTO

- DDO/PAO office will log in to CRA portal <https://cra-nsdl.com/CRA/>. Enter **"User ID"** and password click on **"Submit"** (Please refer Figure 49)

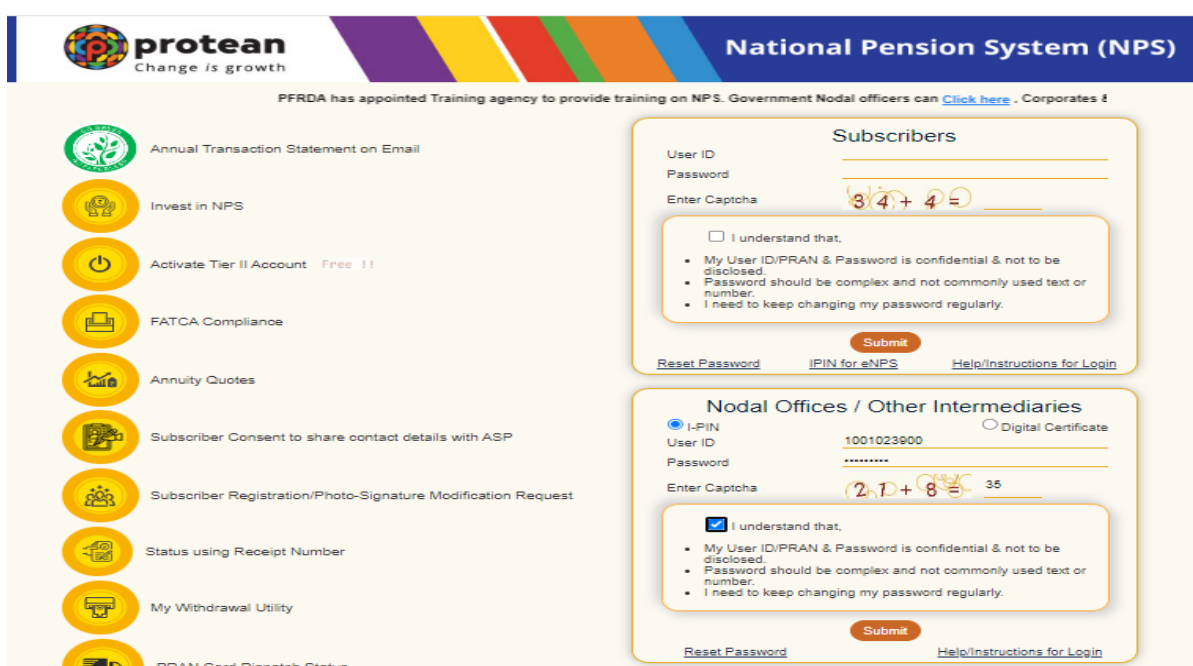


Figure 49

- Click on option **"Transaction"** and sub menu **"Subscriber Personal Details Update"** (Please refer Figure 50)



Transaction Type	Count
Subscriber-Shifting Source Authorization	1

Figure 50

Change in Subscriber's Personal Details by Nodal Office

- Click on option **“Initiate”** and Enter PRAN. Click on **“Submit”** (Please refer Figure 51)

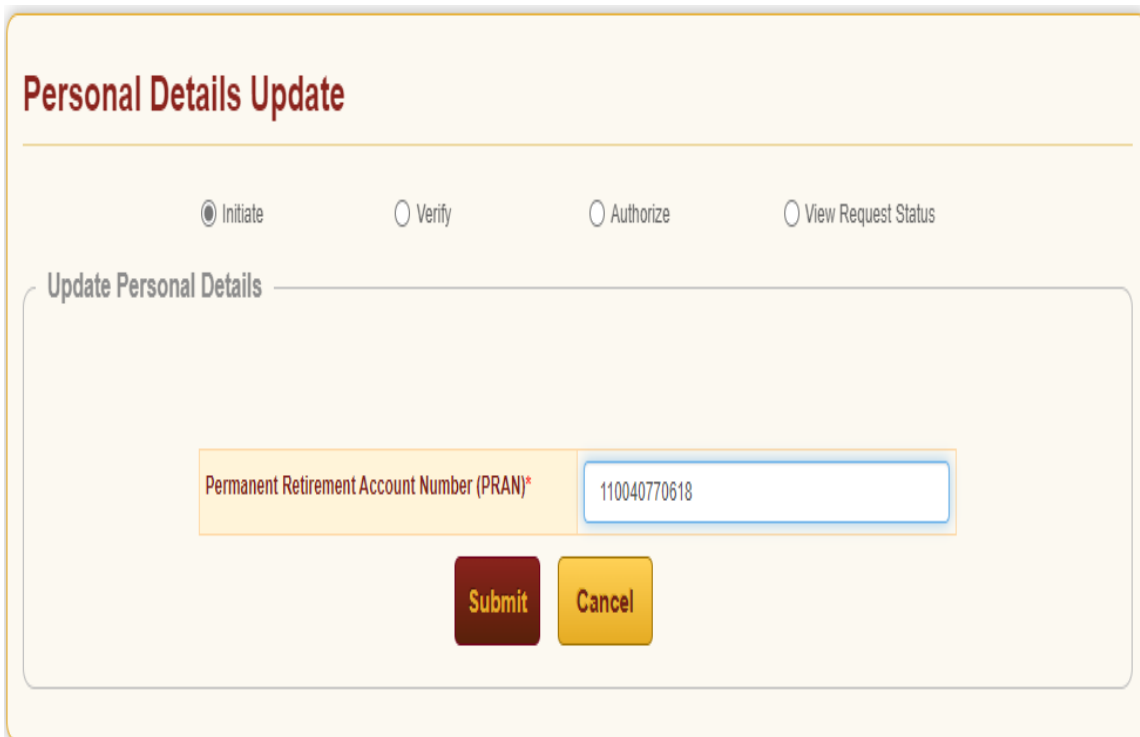
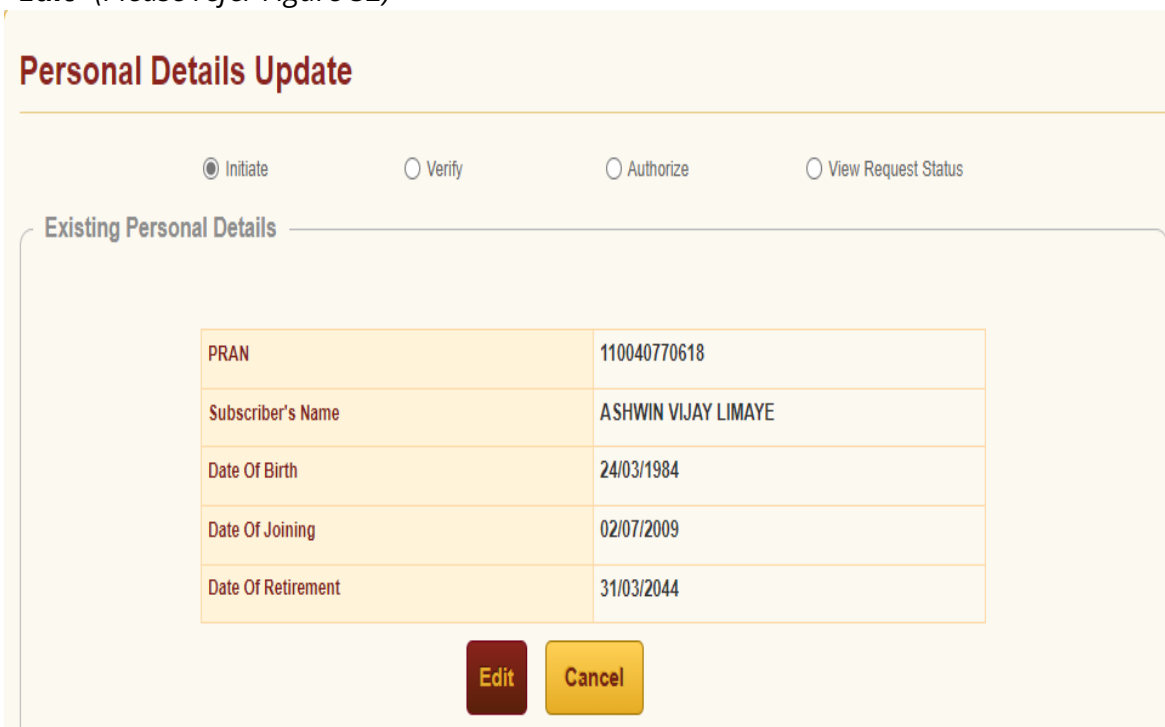


Figure 51

- CRA system will display current details present in given PRAN and to edit the same click on **“Edit”** (Please refer Figure 52)



PRAN	110040770618
Subscriber's Name	ASHWIN VIJAY LIMAYE
Date Of Birth	24/03/1984
Date Of Joining	02/07/2009
Date Of Retirement	31/03/2044

Figure 52



### Change in Subscriber's Personal Details by Nodal Office

- Updated Doj will be visible on screen click on "Confirm" to proceed. (Please refer Figure 55).

#### Personal Details Update


Initiate     
  Verify     
  Authorize     
  View Request Status

**New Personal Details**

PRAN : 110040770618      Subscriber Name : ASHWIN VIJAY LIMAYE

Date Of Birth : 24/03/1984      Date Of Joining : 02/07/2009

Date Of Retirement : 31/03/2044

Change Type	Existing Details	New Details	Uploaded Document
Date Of Joining	02/07/2009	02/07/2008	


It is certified that Subscriber is employed with Nodal Office/Corporate and the details provided in this modification request are as per the service record available with us. Further necessary name change has been carried out in service records of the Subscriber. The given details and the documents uploaded are verified by this office.

**Note**

- All dates are in dd/mm/yyyy format
- Document upload is mandatory for updated field

Figure 55

- Details will be saved successfully and acknowledgement number will be visible on screen. (Please refer Figure 56).

NSDL e-Gov is now  protean
National Pension System (NPS)

Request has been successfully initiated.

**Request Raised For**

PRAN	110040770618
Subscriber Name	ASHWIN VIJAY LIMAYE

**Maker Details**

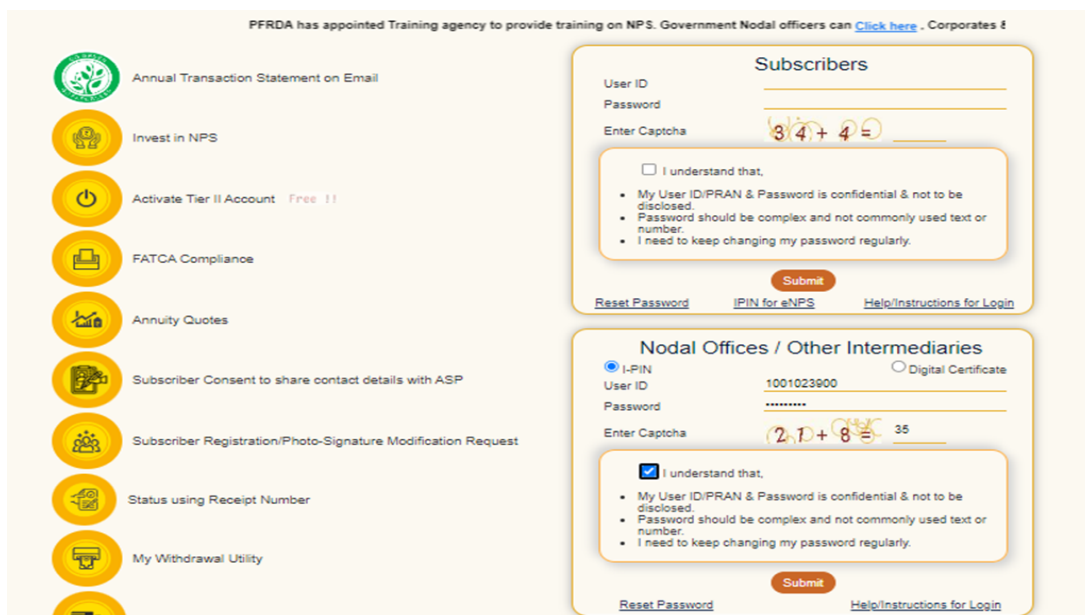
Acknowledgement Number	82608202418051423
Status	Initiated By Nodal Entity
Date of Initiation	26-08-2024
Initiated By - Reg. No	2000213
Initiated By - Name	Sr. Accounts Officer and Sr. PO, Northern Railway, Yamuna Nagar

Figure 56

## Change in Subscriber's Personal Details by Nodal Office

### B. Authorization by PAO/DTO/PrAO/DTA Office

Date of Joining (DoJ) change request Initiated by nodal office PAO/DTO/PrAO/DTA user 1 can be authorized by PAO/DTO PrAO/DTA nodal office User 2. PAO/DTO/PrAO/DTA office will log in to CRA portal <https://cra-nsdl.com/CRA/>. Enter **"User ID"** and password click on **"Submit"** (Please refer Figure 57)



PFRDA has appointed Training agency to provide training on NPS. Government Nodal officers can [Click here](#). Corporates &

**Subscribers**

User ID \_\_\_\_\_  
 Password \_\_\_\_\_  
 Enter Captcha  $34 + 4 =$  \_\_\_\_\_

I understand that.

- My User ID/PRAN & Password is confidential & not to be disclosed.
- Password should be complex and not commonly used text or number.
- I need to keep changing my password regularly.

**Submit**

[Reset Password](#) [IPIN for eNPS](#) [Help/Instructions for Login](#)

**Nodal Offices / Other Intermediaries**

I-PIN  Digital Certificate

User ID 1001023900  
 Password \*\*\*\*\*  
 Enter Captcha  $27 + 8 =$  35

I understand that.

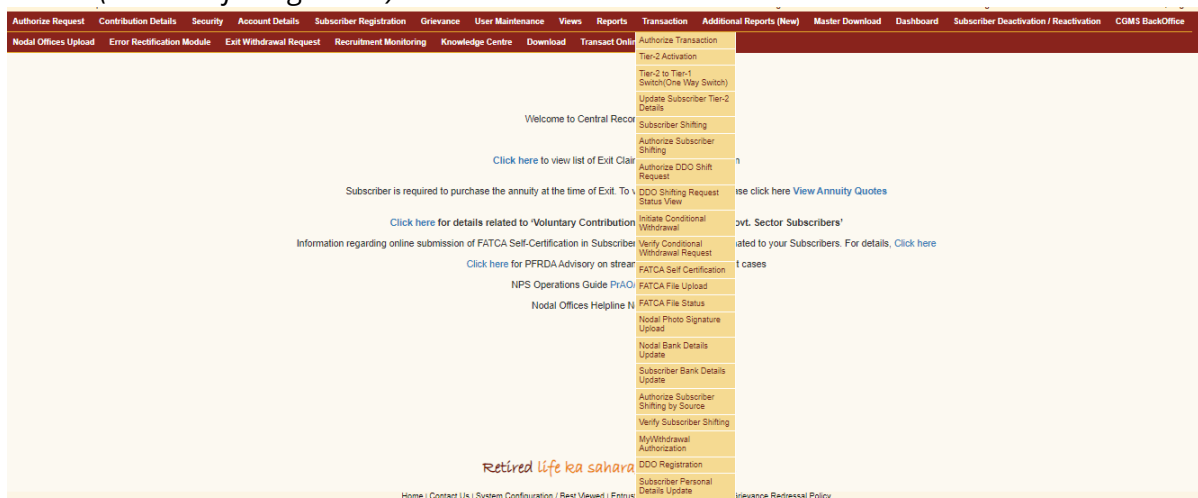
- My User ID/PRAN & Password is confidential & not to be disclosed.
- Password should be complex and not commonly used text or number.
- I need to keep changing my password regularly.

**Submit**

[Reset Password](#) [Help/Instructions for Login](#)

Figure 57

Click on option **"Transaction"** and sub menu **"Subscriber Personal Details Update"** (Please refer Figure 58)



Authorize Request Contribution Details Security Account Details Subscriber Registration Grievance User Maintenance Views Reports Transaction Additional Reports (New) Master Download Dashboard Subscriber Deactivation / Reactivation CGMS BackOffice

Nodal Offices Upload Error Rectification Module Exit Withdrawal Request Recruitment Monitoring Knowledge Centre Download Transact Online

Welcome to Central Record

Click here to view list of Exit Claims

Subscriber is required to purchase the annuity at the time of Exit. To view details click here [View Annuity Quotes](#)

Click here for details related to 'Voluntary Contribution'

Information regarding online submission of FATCA Self-Certification in Subscriber

Click here for PFRDA Advisory on streamlining the process of FATCA Self-Certification

NPS Operations Guide (PrAO)

Nodal Offices Helpline N

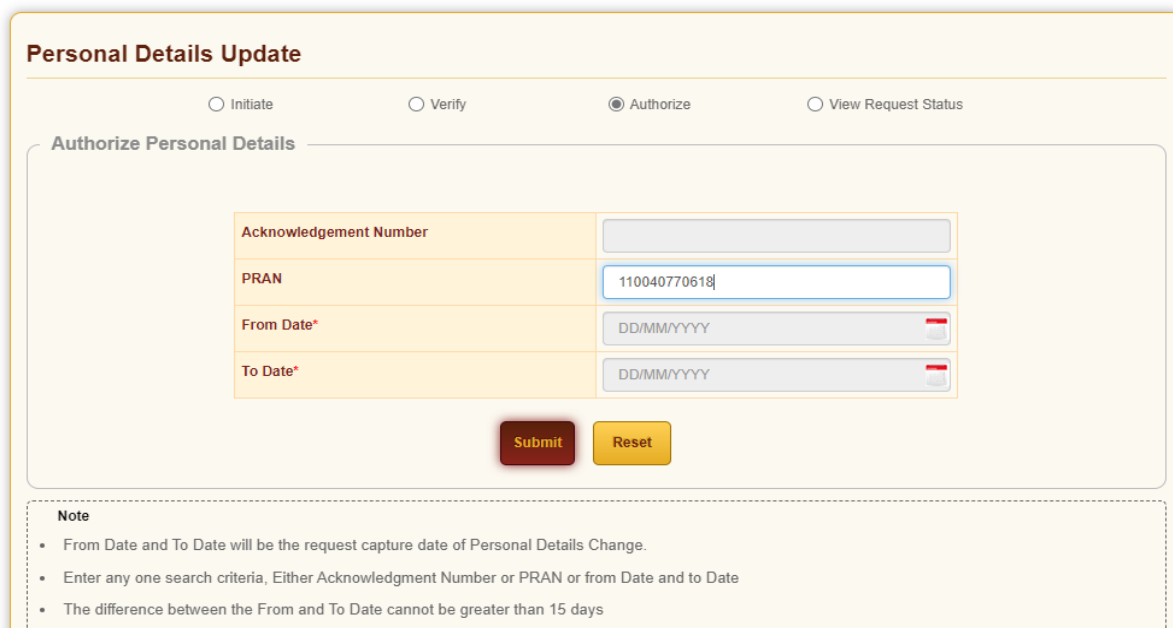
Retired life kea sahara

Home | Contact Us | System Configuration | Best Viewed | Enquiry | Grievance Redressal Policy

Figure 58

### Change in Subscriber's Personal Details by Nodal Office

- Click on option **“Authorize”**, enter PRAN details and click on **“Submit”** (Please refer Figure 59)



**Personal Details Update**

Initiate   
  Verify   
  Authorize   
  View Request Status

**Authorize Personal Details**

Acknowledgement Number	<input type="text"/>
PRAN	110040770618
From Date*	DD/MM/YYYY <input type="text"/>
To Date*	DD/MM/YYYY <input type="text"/>

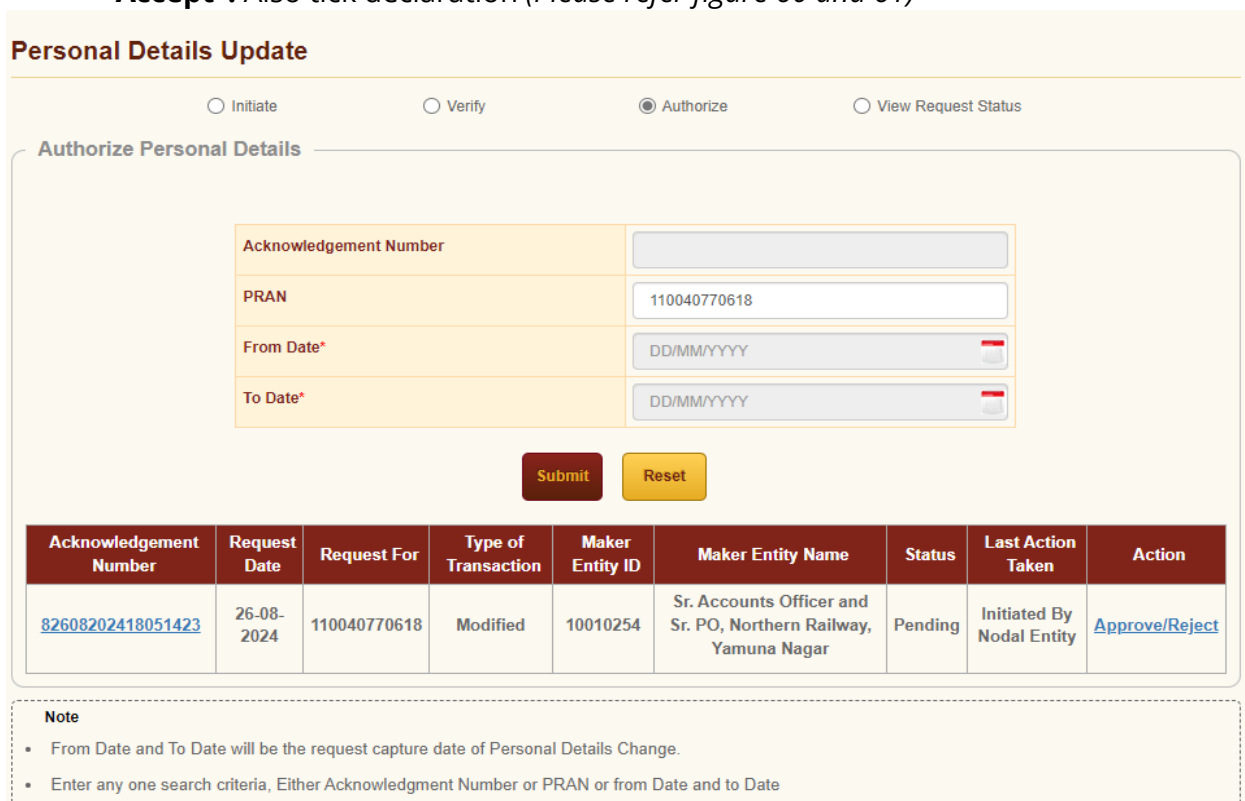
  

**Note**

- From Date and To Date will be the request capture date of Personal Details Change.
- Enter any one search criteria, Either Acknowledgment Number or PRAN or from Date and to Date
- The difference between the From and To Date cannot be greater than 15 days

Figure 59

- Existing details pending for authorization will be available on screen. Click on hyperlink **acknowledgement number** to check the details entered by maker. Nodal office can download and see document uploaded by maker to check the details entered. Click on **“Accept”**. Also tick declaration (Please refer figure 60 and 61)



**Personal Details Update**

Initiate   
  Verify   
  Authorize   
  View Request Status

**Authorize Personal Details**

Acknowledgement Number	<input type="text"/>
PRAN	110040770618
From Date*	DD/MM/YYYY <input type="text"/>
To Date*	DD/MM/YYYY <input type="text"/>

Acknowledgement Number	Request Date	Request For	Type of Transaction	Maker Entity ID	Maker Entity Name	Status	Last Action Taken	Action
<a href="#">82608202418051423</a>	26-08-2024	110040770618	Modified	10010254	Sr. Accounts Officer and Sr. PO, Northern Railway, Yamuna Nagar	Pending	Initiated By Nodal Entity	<a href="#">Approve/Reject</a>

**Note**

- From Date and To Date will be the request capture date of Personal Details Change.
- Enter any one search criteria, Either Acknowledgment Number or PRAN or from Date and to Date

Figure 60

## Change in Subscriber's Personal Details by Nodal Office

### Personal Details Update

Initiate
 Verify
 Authorize
 View Request Status

**Personal Details to be Updated**


PRAN : 110040770618

Date Of Birth : 24/03/1984

Date Of Retirement : 31/03/2044

Subscriber Name : ASHWIN VIJAY LIMAYE

Date Of Joining : 02/07/2009

Change Type	Existing Details	New Details	Uploaded Document
Date Of Joining	02/07/2009	02/07/2008	

It is certified that Subscriber is employed with Nodal Office/Corporate and the details provided in this modification request are as per the service record available with us. Further necessary name change has been carried out in service records of the Subscriber. The given details and the documents uploaded are verified by this office.

Accept
 Reject

Remarks

Approve
Back

Figure 61

- Nodal office needs to verify confirmation screen and Click on "Confirm" (Please refer figure 62)

### Personal Details Update

Initiate
 Verify
 Authorize
 View Request Status

**Personal Details to be Updated**


PRAN : 110040770618

Date Of Birth : 24/03/1984

Date Of Retirement : 31/03/2044

Subscriber Name : ASHWIN VIJAY LIMAYE

Date Of Joining : 02/07/2009

Change Type	Existing Details	New Details	Uploaded Document
Date Of Joining	02/07/2009	02/07/2008	

It is certified that Subscriber is employed with Nodal Office/Corporate and the details provided in this modification request are as per the service record available with us. Further necessary name change has been carried out in service records of the Subscriber. The given details and the documents uploaded are verified by this office.

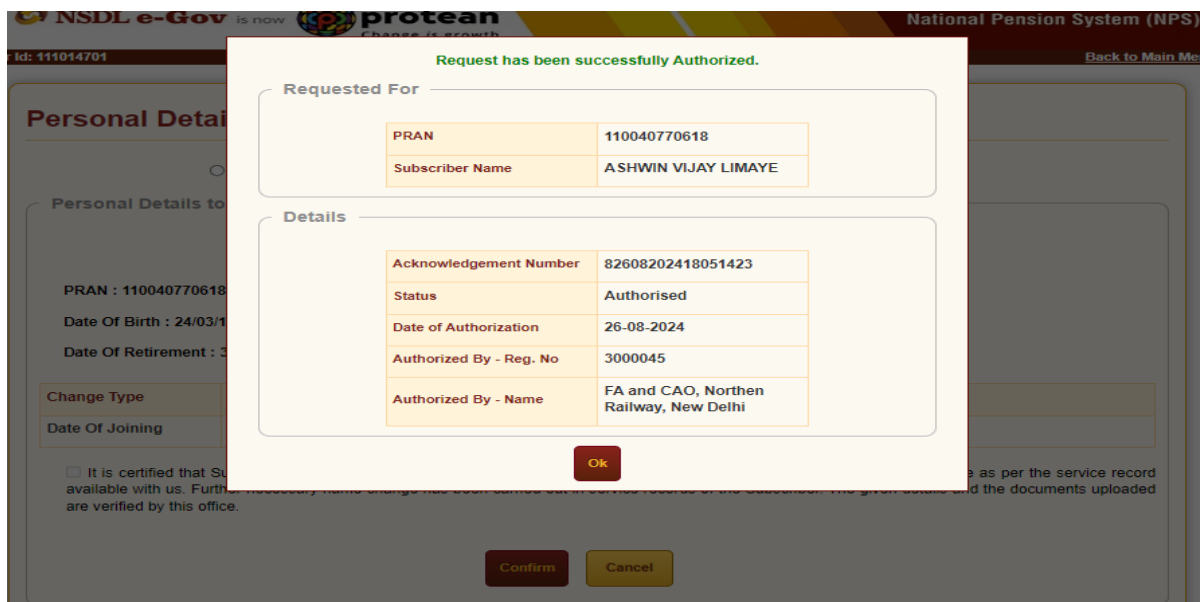
Confirm
Cancel

Figure 62



## Change in Subscriber's Personal Details by Nodal Office

- The following screen will appear on successful authorization. (Please refer Figure 63)



**Request has been successfully Authorized.**

**Requested For**

PRAN	110040770618
Subscriber Name	ASHWIN VIJAY LIMAYE

**Details**

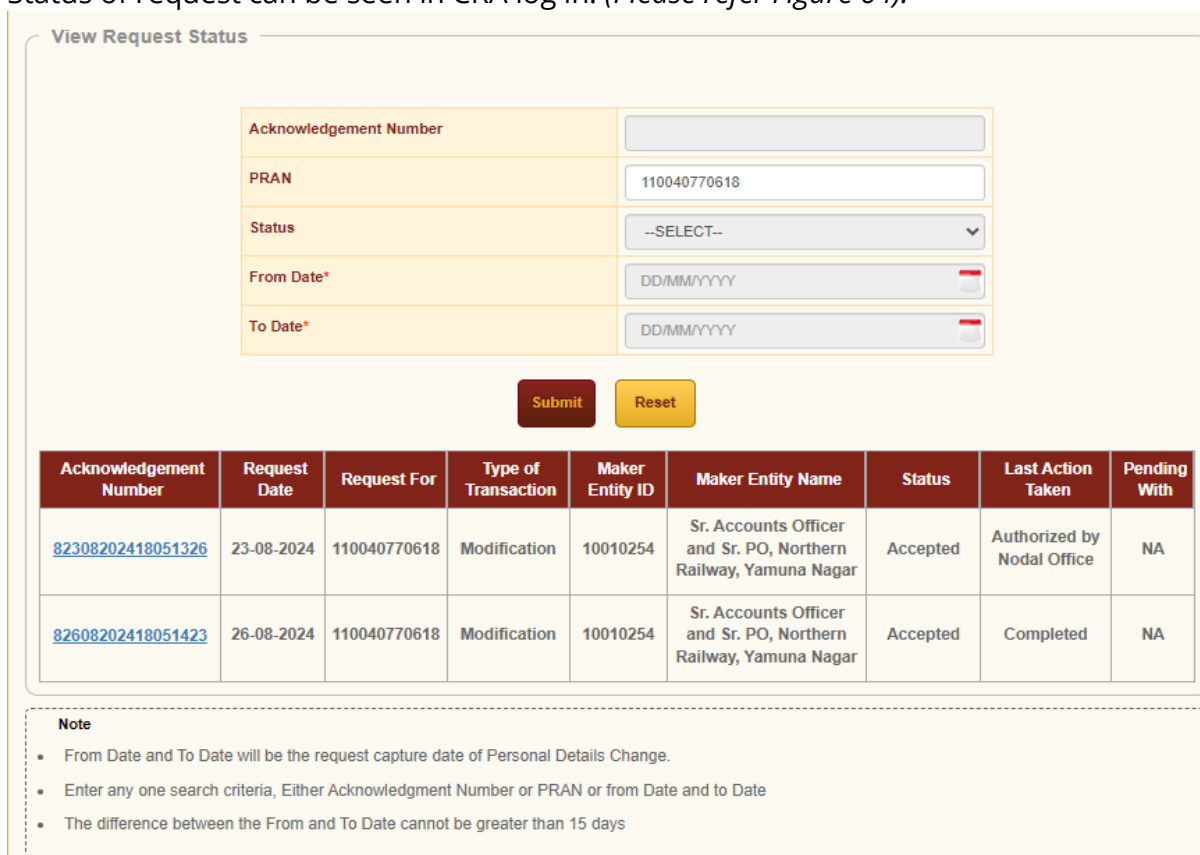
Acknowledgement Number	82608202418051423
Status	Authorised
Date of Authorization	26-08-2024
Authorized By - Reg. No	3000045
Authorized By - Name	FA and CAO, Northern Railway, New Delhi

**Ok**

**Confirm** **Cancel**

Figure 63

- Status of request can be seen in CRA log in. (Please refer Figure 64).



**View Request Status**

Acknowledgement Number	<input type="text"/>
PRAN	<input type="text" value="110040770618"/>
Status	--SELECT--
From Date*	<input type="text" value="DD/MM/YYYY"/>
To Date*	<input type="text" value="DD/MM/YYYY"/>

**Submit** **Reset**

Acknowledgement Number	Request Date	Request For	Type of Transaction	Maker Entity ID	Maker Entity Name	Status	Last Action Taken	Pending With
<a href="#">82308202418051326</a>	23-08-2024	110040770618	Modification	10010254	Sr. Accounts Officer and Sr. PO, Northern Railway, Yamuna Nagar	Accepted	Authorized by Nodal Office	NA
<a href="#">82608202418051423</a>	26-08-2024	110040770618	Modification	10010254	Sr. Accounts Officer and Sr. PO, Northern Railway, Yamuna Nagar	Accepted	Completed	NA

**Note**

- From Date and To Date will be the request capture date of Personal Details Change.
- Enter any one search criteria, Either Acknowledgment Number or PRAN or from Date and to Date
- The difference between the From and To Date cannot be greater than 15 days

Figure 64

## Change in Subscriber's Personal Details by Nodal Office

### 4. Modification in Date of Retirement:

Date of Retirement (DoR) change request Initiated by **DDO** nodal office need to be **authorized** by PAO/DTO nodal office.

Date of Retirement (DoR) change request Initiated by nodal office PAO/DTO/PrAO/DTA user 1 can be authorized by PAO/DTO PrAO/DTA nodal office User 2.

#### A. Change Request initiation by PAO/DTO

- DDO/PAO office will log in to CRA portal <https://cra-nsdl.com/CRA/>. Enter **"User ID"** and password click on **"Submit"** (Please refer Figure 65)

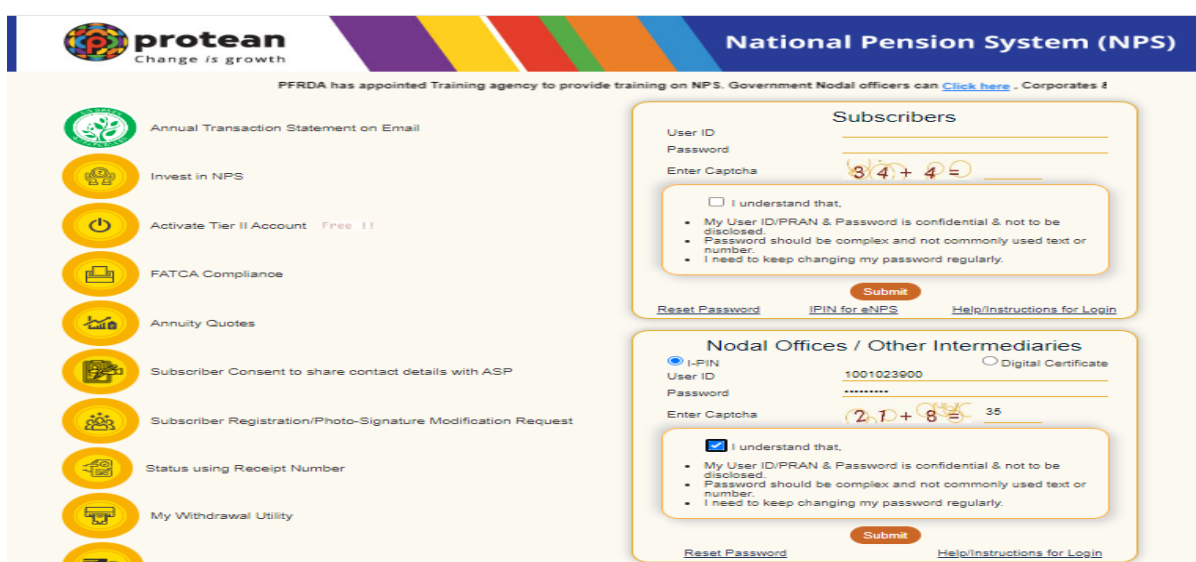
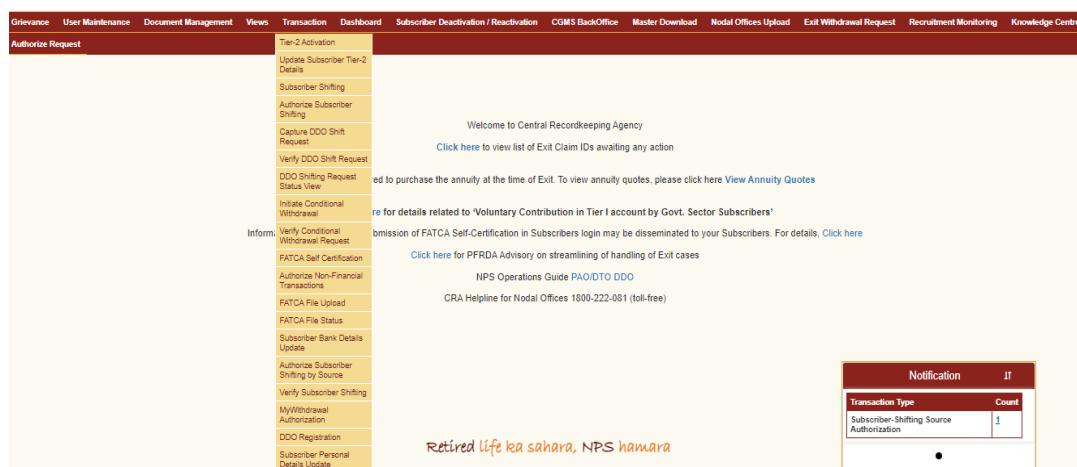


Figure 65

- Click on option **"Transaction"** and sub menu **"Subscriber Personal Details Update"** (Please refer Figure 66)



Transaction Type	Count
Subscriber Shifting Source Authorization	1

Figure 66

## Change in Subscriber's Personal Details by Nodal Office

- Click on option **"Initiate"** and Enter PRAN. Click on **"Submit"** (Please refer Figure 67)

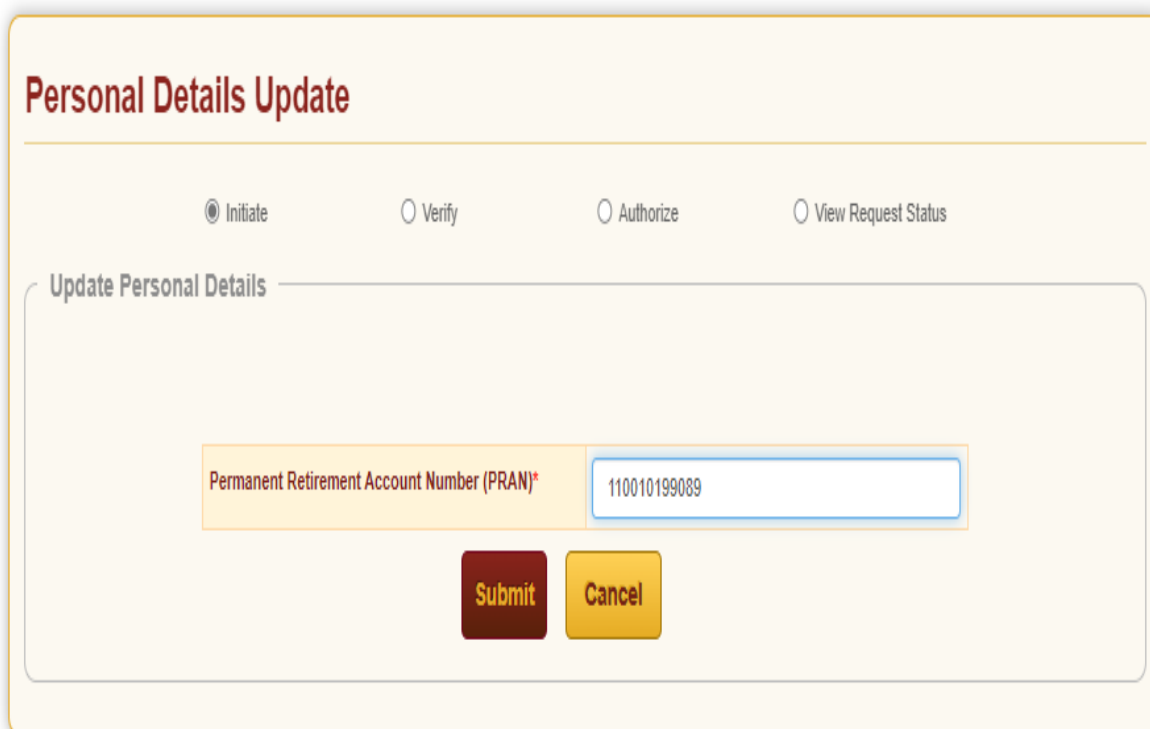
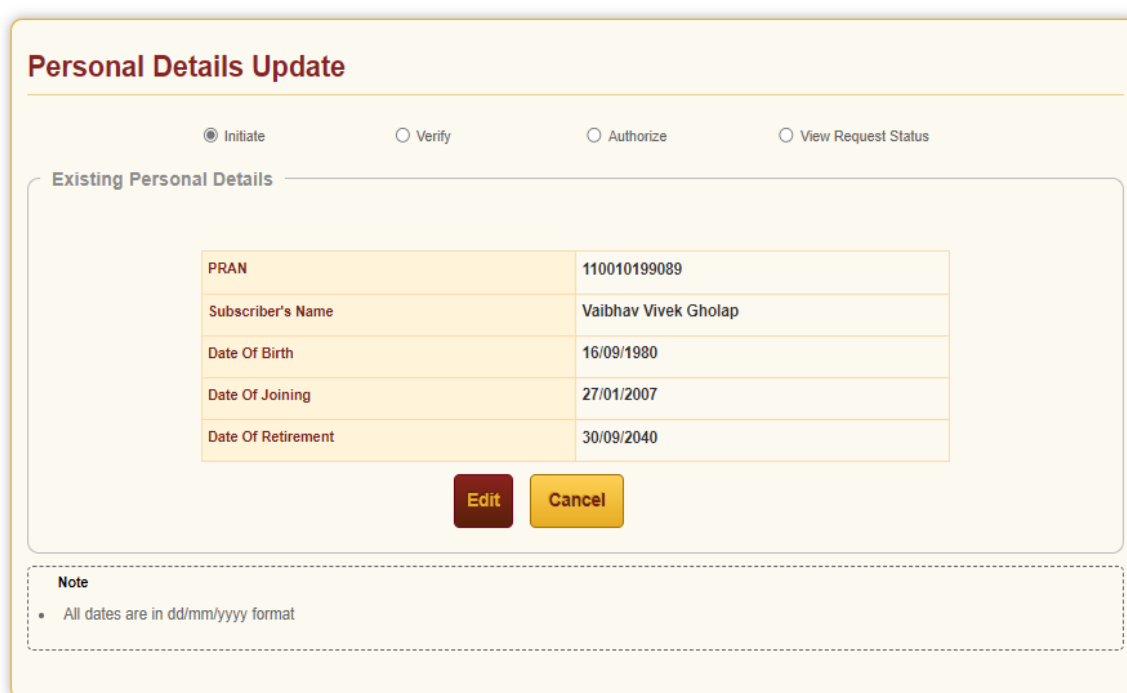


Figure 67

- CRA system will display current details present in given PRAN and to edit the same click on **"Edit"** (Please refer Figure 68)



PRAN	110010199089
Subscriber's Name	Vaibhav Vivek Gholap
Date Of Birth	16/09/1980
Date Of Joining	27/01/2007
Date Of Retirement	30/09/2040

**Note**

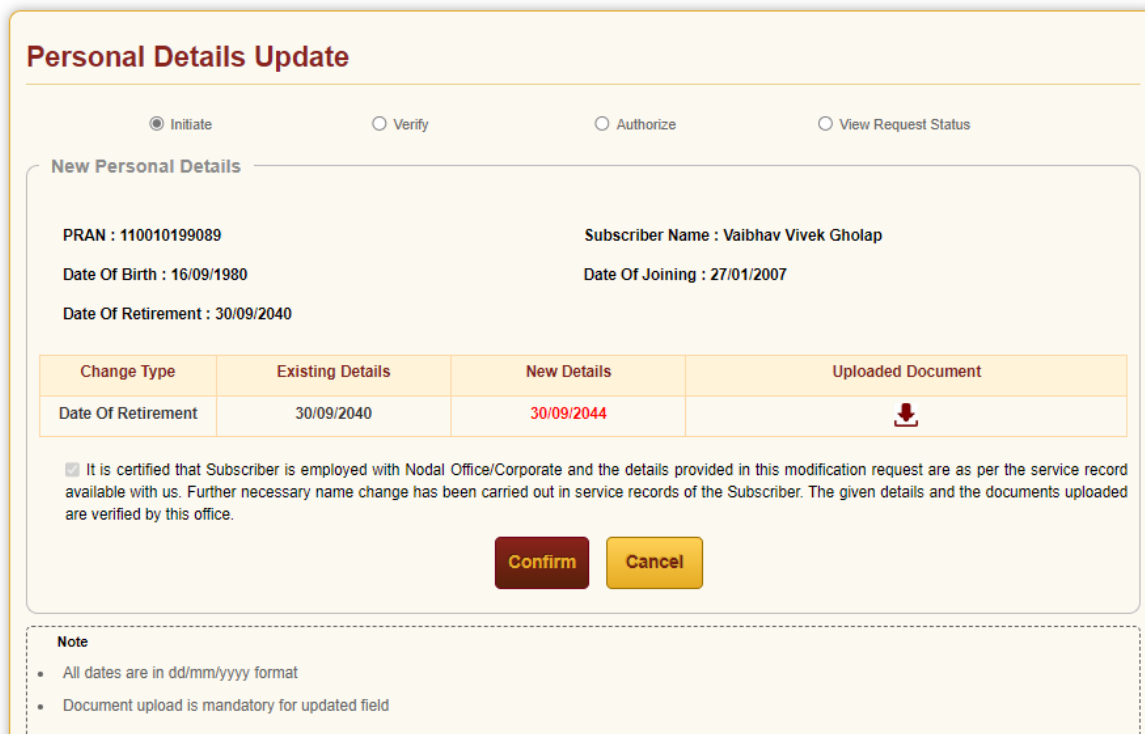
- All dates are in dd/mm/yyyy format

Figure 68



## Change in Subscriber's Personal Details by Nodal Office

- Updated DoR will be visible on screen click on "Confirm" to proceed. (Please refer Figure 71).




**Personal Details Update**

Initiate   
  Verify   
  Authorize   
  View Request Status

**New Personal Details**

PRAN : 110010199089                      Subscriber Name : Vaibhav Vivek Gholap  
 Date Of Birth : 16/09/1980                      Date Of Joining : 27/01/2007  
 Date Of Retirement : 30/09/2040

Change Type	Existing Details	New Details	Uploaded Document
Date Of Retirement	30/09/2040	30/09/2044	

It is certified that Subscriber is employed with Nodal Office/Corporate and the details provided in this modification request are as per the service record available with us. Further necessary name change has been carried out in service records of the Subscriber. The given details and the documents uploaded are verified by this office.

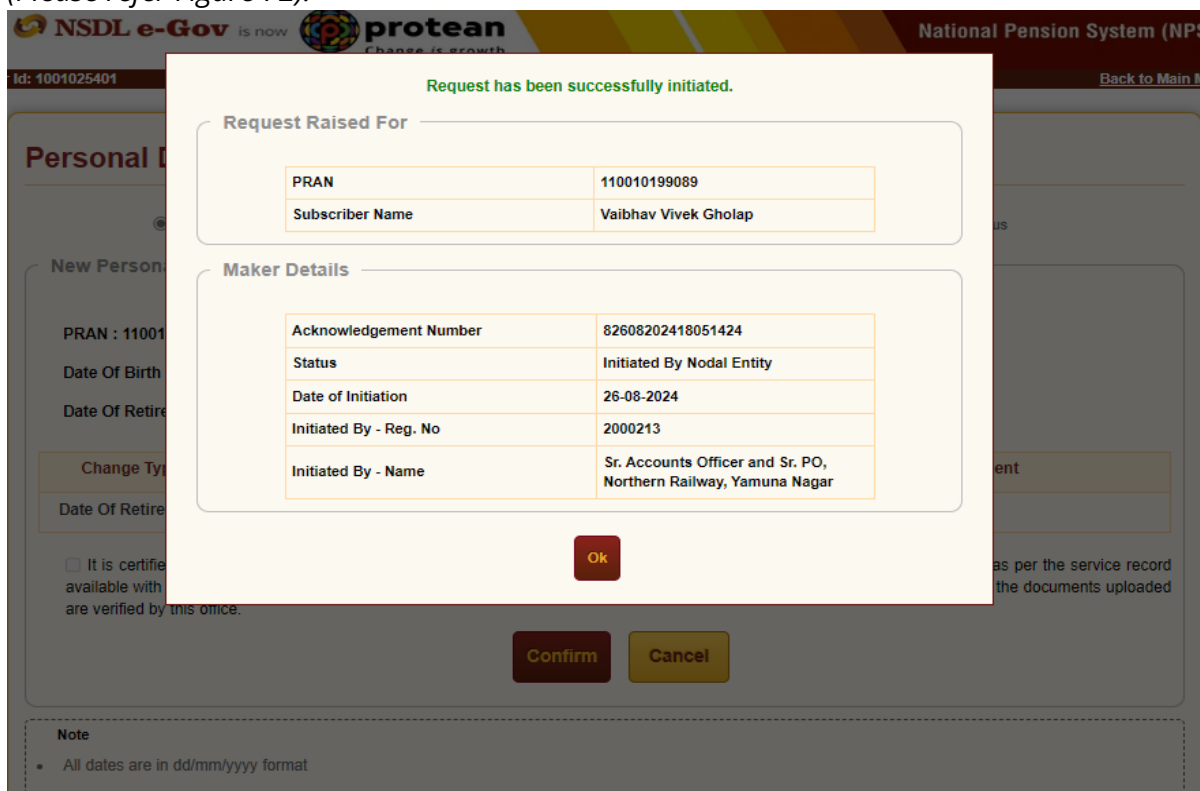
  

**Note**

- All dates are in dd/mm/yyyy format
- Document upload is mandatory for updated field

Figure 71

- Details will be saved successfully and acknowledgement number will be visible on screen. (Please refer Figure 72).



Request has been successfully initiated.

**Request Raised For**

PRAN	110010199089
Subscriber Name	Vaibhav Vivek Gholap

**Maker Details**

Acknowledgement Number	82608202418051424
Status	Initiated By Nodal Entity
Date of Initiation	26-08-2024
Initiated By - Reg. No	2000213
Initiated By - Name	Sr. Accounts Officer and Sr. PO, Northern Railway, Yamuna Nagar

**Note**

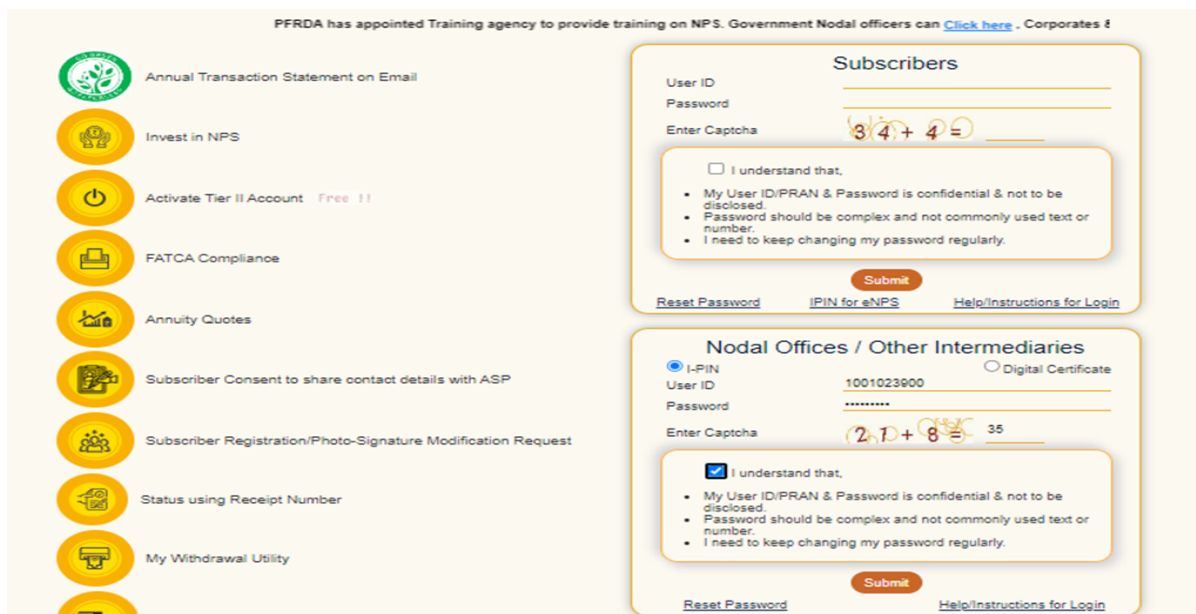
- All dates are in dd/mm/yyyy format
- Document upload is mandatory for updated field

Figure 72

## Change in Subscriber's Personal Details by Nodal Office

### B. Authorization by PAO/DTO/PrAO/DTA Office

Date of Retirement (DoR) change request Initiated by nodal office PAO/DTO/PrAO/DTA user 1 can be authorized by PAO/DTO/PrAO/DTA nodal office User 2. PAO/DTO/PrAO/DTA office will log in to CRA portal <https://cra-nsdl.com/CRA/>. Enter **“User ID”** and password click on **“Submit”** (Please refer Figure 73)

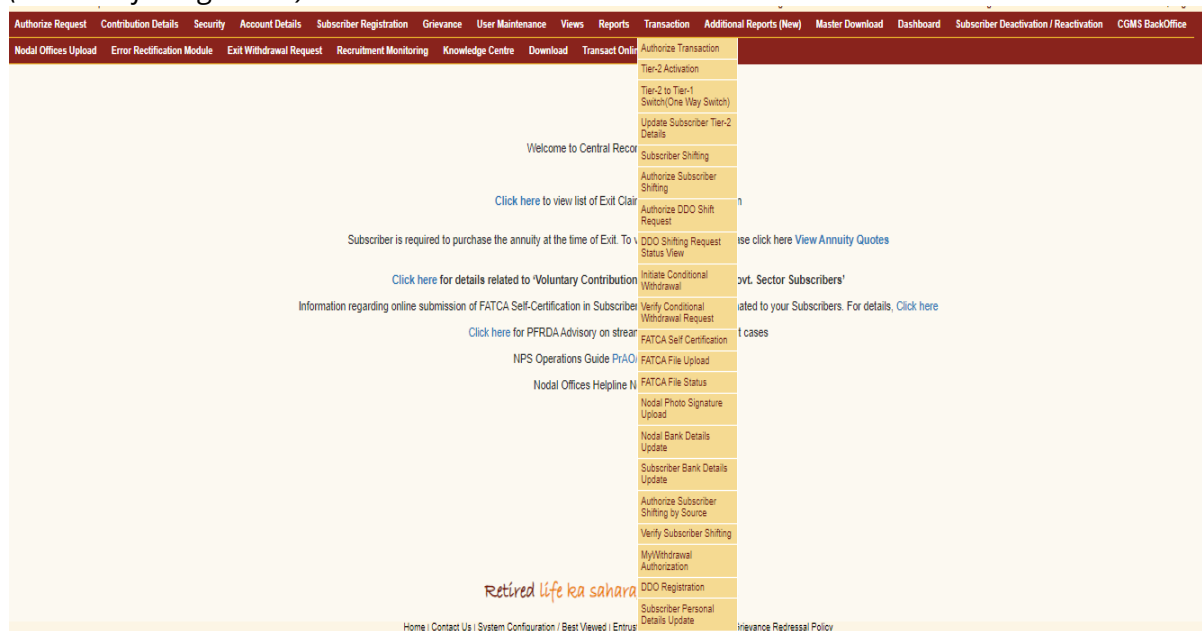


The screenshot shows the CRA portal interface. On the left is a sidebar with various service icons. The main content area has two login panels:

- Subscribers:** Fields for User ID, Password, and Enter Captcha (3/4 + 4 =). Includes a 'Submit' button and links for 'Reset Password', 'IPIN for eNPS', and 'Help/Instructions for Login'.
- Nodal Offices / Other Intermediaries:** Fields for I-PIN, User ID (1001023900), Password, and Enter Captcha (2 + 8 = 35). Includes a 'Submit' button and links for 'Reset Password' and 'Help/Instructions for Login'.

Figure 73

- Click on option **“Transaction”** and sub menu **“Subscriber Personal Details Update”** (Please refer Figure 74)



The screenshot shows the CRA portal navigation menu. The 'Transaction' menu item is expanded, and 'Subscriber Personal Details Update' is highlighted. Other visible menu items include: Authorize Request, Contribution Details, Security, Account Details, Subscriber Registration, Grievance, User Maintenance, Views, Reports, Transaction, Additional Reports (New), Master Download, Dashboard, Subscriber Deactivation / Reactivation, CGMS BackOffice, Nodal Offices Upload, Error Rectification Module, Exit Withdrawal Request, Recruitment Monitoring, Knowledge Centre, Download, Transact Online, Authorize Transaction, Tier-2 Activation, Tier-2 to Tier-1 Switch (One Way Switch), Update Subscriber Tier-2 Details, Welcome to Central Record, Subscriber Shifting, Authorize Subscriber Shifting, Click here to view list of Exit Claims, Authorize DDO Shift Request, Subscriber is required to purchase the annuity at the time of Exit. To view details click here View Annuity Quotes, DDO Shifting Request Status View, Click here for details related to 'Voluntary Contribution Withdrawal', Initiate Conditional Withdrawal, Information regarding online submission of FATCA Self-Certification in Subscriber, Verify Conditional Withdrawal Request, Click here for PFRDA Advisory on streamlining FATCA Self-Certification cases, NPS Operations Guide (PrAO), FATCA File Upload, Nodal Offices Helpline Number, FATCA File Status, Nodal Photo Signature Upload, Nodal Bank Details Update, Subscriber Bank Details Update, Authorize Subscriber Shifting by Source, Verify Subscriber Shifting, MyWithdrawal Authorization, DDO Registration, Retired life ka sahara, Subscriber Personal Details Update, Home | Contact Us | System Configuration | Best Viewed | Entrance | Grievance Redressal Policy

Figure 74

## Change in Subscriber's Personal Details by Nodal Office

Click on option **“Authorize”**, enter PRAN details and click on **“Submit”** (Please refer Figure 75)

### Personal Details Update

Initiate
 Verify
 Authorize
 View Request Status

#### Authorize Personal Details

Acknowledgement Number	<input type="text"/>
PRAN	<input type="text" value="110010199089"/>
From Date*	<input type="text" value="DD/MM/YYYY"/>
To Date*	<input type="text" value="DD/MM/YYYY"/>

Submit
Reset

**Note**

- From Date and To Date will be the request capture date of Personal Details Change.
- Enter any one search criteria, Either Acknowledgment Number or PRAN or from Date and to Date
- The difference between the From and To Date cannot be greater than 15 days

Figure 75

- Existing details pending for authorization will be available on screen. Click on hyperlink **acknowledgement number** to check the details entered by maker. Nodal office can download and see document uploaded by maker to check the details entered. Click on **“Accept”**. Also tick declaration (Please refer figure 76 and 77)

### Personal Details Update

Initiate
 Verify
 Authorize
 View Request Status

#### Authorize Personal Details

Acknowledgement Number	<input type="text"/>
PRAN	<input type="text" value="110010199089"/>
From Date*	<input type="text" value="DD/MM/YYYY"/>
To Date*	<input type="text" value="DD/MM/YYYY"/>

Submit
Reset

Acknowledgement Number	Request Date	Request For	Type of Transaction	Maker Entity ID	Maker Entity Name	Status	Last Action Taken	Action
<a href="#">82608202418051424</a>	26-08-2024	110010199089	Modified	10010254	Sr. Accounts Officer and Sr. PO, Northern Railway, Yamuna Nagar	Pending	Initiated By Nodal Entity	<a href="#">Approve/Reject</a>

**Note**

- From Date and To Date will be the request capture date of Personal Details Change.

Figure 76





### Change in Subscriber's Personal Details by Nodal Office

- The following screen will appear on successful authorization. *(Please refer Figure 79)*

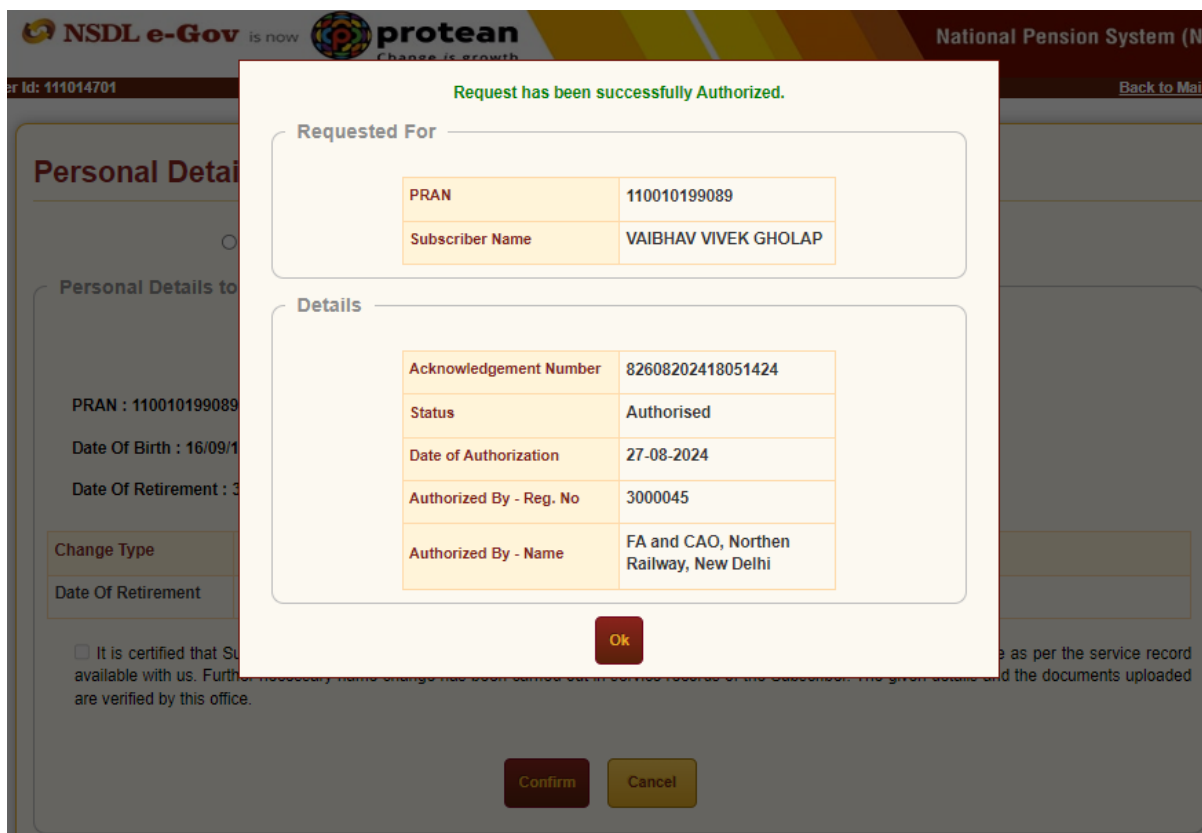


Figure 79